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THE UNIVERSITY OF ALBERTA

STRESS FOR NURSES
WORKING WITH THE CANCER PATIENT

BY

(C)

RHEA ARCAND

A THESIS

SUBMITTED TO THE FACULTY OF GRADUATE STUDIES AND RESEARCH IN
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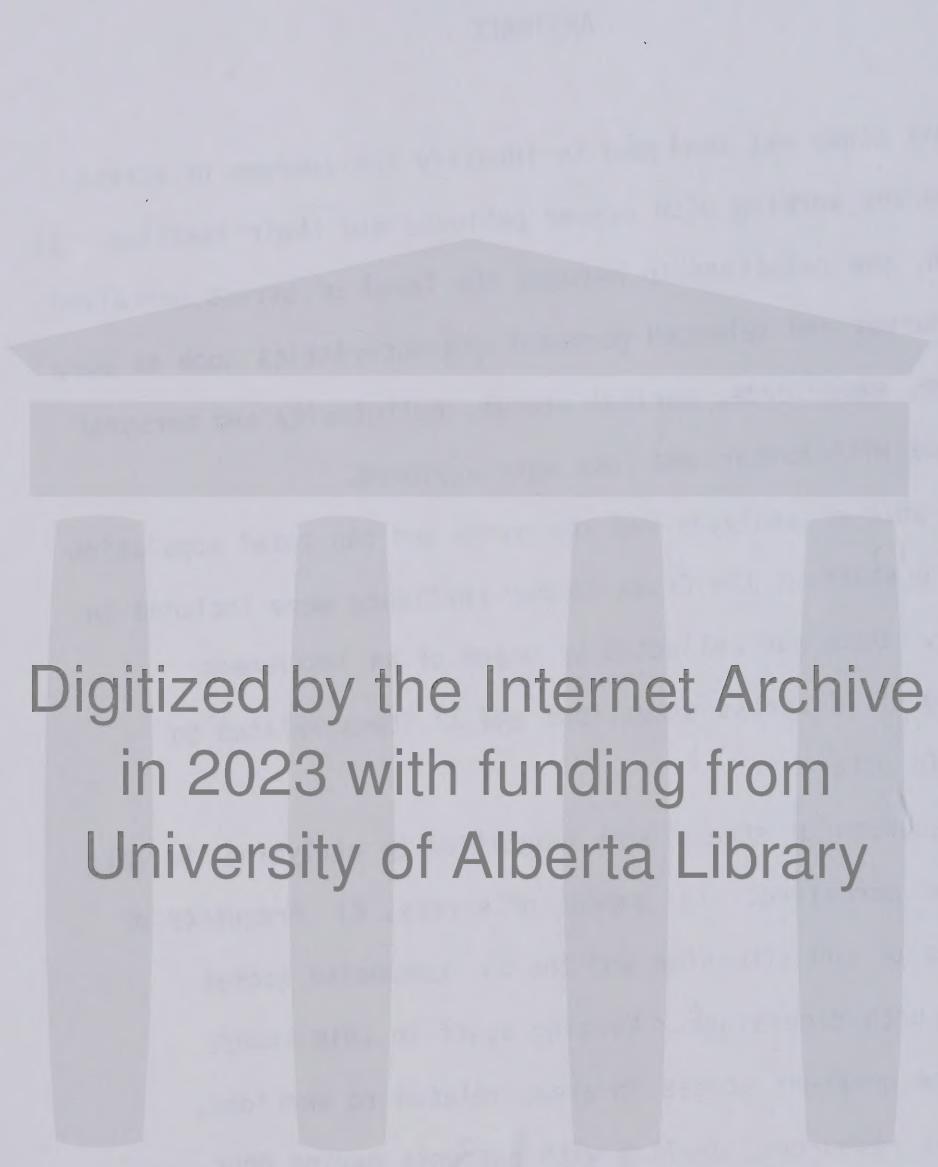
ABSTRACT

This study was designed to identify the sources of stress among nurses working with cancer patients and their families. In addition, the relationship between the level of stress perceived by the nurses and selected personal characteristics such as age, education, experience, marital status, religiosity and personal experience with cancer and loss were explored.

The unit of analysis was the nurse and the total population of nursing staff at the Cross Cancer Institute were included in the study. Data was collected by means of an instrument comprising of 72 stress situations and 32 items related to demographic data.

The sources of stress were identified by analyzing the data in terms of perceived: 1) amount of stress, 2) frequency of occurrences of the situation and the 3) composite scores comprising both dimensions. Nursing staff in this study, reported the greatest stress in areas related to workload, insufficient resources, dealing with patients having poor prognosis, suffering and death, performing painful treatments, and dealing with families who are upset. As a means of identifying major types of stress being measured and the best predictors of the respondents' scores on the stress factors, two statistical procedures were used: factor analysis and step-wise multiple regression analysis respectively.

Applying factor analysis and utilizing 36 of the original 72



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items, a five factor orthogonal solution was obtained which included stress factors related to: 1). the death of a patient, 2) dying and suffering, 3) lack of communication, 4) job-ambiguity and 5) critical physician feedback. The sources of stress (factors) identified were consistent with sources reported in the literature. Over half of the variance explained could be attributable to the first factor (death of a patient).

The results of step-wise multiple regression analysis suggested it was difficult to identify a few select predictors for each source of stress. Overall, it seemed that knowing where the nurse worked within the Institute, the educational level, and the frequency of encounters with the death of a patient, best predicted stress due to the death of a patient. As expected, proximity to the terminally ill patient was the best predictor of stress related to dying and suffering, and "frequency of dealing with terminally ill" seemed to be the best predictor of stress related to job ambiguity. Knowing the nurses' age seemed most helpful in predicting the extent of stress related to communication. And finally, stress related to critical physician feedback was best predicted by knowing where the nurse worked within the Institute.

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CHAPTER 1

INTRODUCTION

Recent interest in the field of death and dying has resulted in a proliferation of articles dealing with the stress experienced by staff caring for critically ill and/or dying patients. Much of the literature focuses on nurses working in Intensive Care or Coronary Care Units. The majority of the literature is anecdotal, consisting mainly of conjecture based on individual observation or interview, and case studies of personal experiences which are supported largely by value judgements. (i.e. problem of subjectivity).

More specifically, there is a paucity of literature describing the source and nature of stress experienced by nurses when working with cancer patients. There appears to be a number of factors which contribute to the increased demands made upon the nurse working with cancer patients. Examples include: the complexity of cancer therapy, demand for increased knowledge and technical skills, the increased number of people being actively treated for cancer, and the growing sense of responsibility to consider quality of living for these patients (Crayton, Brown & Morrow, 1978, p.211). As treatment measures improve, the length of survival for cancer patients may increase and remissions and recurrence may be more frequent thus creating intervals which may be characterized as one of uncertainty of

outcome. This condition of uncertainty is stressful and shared by patients, their families and health personnel. Tiedt (1975) suggests that "regardless of the more optimistic prognosis of cancer, death as a possible outcome of the disease and anticipatory grief are present from the time of diagnosis" (p.264).

In one of the few studies found in the literature relating specifically to staff attitudes in the oncology setting, McKegney, Visco, Yates & Hughes (1979) suggest that while cancer patients' characteristics have been studied intensively, staff characteristics have been relatively ignored.

A number of studies have drawn attention to the ineptness of nurses in working with dying patients (Glaser & Strauss, 1965; Kubler-Ross, 1969; Quint, 1966a, 1966b, 1967). The demands made on nursing staff by this type of work has been identified as an important source of stress by such authors as Cox (1978), Denton & Wisenbaker (1977), Glaser & Strauss (1965), and Keck & Walther (1977).

Millerd (1977) suggests that dying patients are subjected to denial, avoidance, and isolation behaviors by the professionals involved in their care (p.34). However, further research is necessary to understand: 1) the sources of stress, 2) their relationships with a number of variables such as stage of disease, individual patient characteristics, work environments, the nurse's personal self-awareness status, and 3) the manifestation of stress and its effect on care of the

patient.

Scope and Objectives

In this study the author focused upon the investigation of stress among nurses who work exclusively with cancer patients and their families.

The specific research objectives were:

1. to empirically identify the stressors as perceived by nurses working with the cancer patients and their families;
2. to rank order the stressors as perceived by nurses working with the cancer patients and their families; and
3. to examine the relationship between the level of stress perceived by the nurses and selected personal characteristics such as: age, education, experience, marital status, religiosity and personal experience with cancer and loss. More specifically an attempt was made to identify the best predictors (demographic variables) of stress experienced by the nurse working in the oncology setting.

Need for the Study

A number of health care providers and consumers believe that the needs of the cancer patients and their families, particularly during the advanced stage and terminal phases of the disease, are not adequately met by the present conventional hospital system or wider health care system. Consequently alternatives such as, hospice units and programs, continuing care and supportive care units are being discussed. The largest single group of health care providers involved in the care of these patients and their

families are nurses. Fundamental to the foundation of this type of work is the need for an effective well structured support and communication system for staff (Lack, 1978; Vachon, 1978). However, as a prerequisite, there is a need to empirically analyse the source, nature and extent of stress experienced by the nursing staff (Hay & Oken, 1972; Michaels, 1971; Quint, 1969; Songstegard, Hansen, Zellman & Johnston, 1976; Vachon, Lyall & Freeman, 1978).

As stated by Huckabay and Jagla, "in addition to having adverse effects on the nurse's biophysiological and psychological systems, stress decreases efficiency, morale, and work performance, ultimately affecting patient care. Nursing administrators and supervisors have long recognized that this stress exists, but there has been a lack of empirical data to identify those stress-producing factors" (1979, p.21). Moreover, there is little evidence of research examining relationships between source and intensity of stress as perceived by nurses and their individual characteristics, such as age, education, experience and personal experience with cancer. One exception to this is the study done by Leatt and Schneck (1980), in which the relationships of age, experience and education of head nurses upon perceived frequency of occurrence of types of stress were examined (p.41). Only when the nature of stress is identified can nursing administrators and educators begin to develop strategies for helping nurses to cope more effectively with the stress.

CHAPTER 11

REVIEW OF THE LITERATURE

Any attempt to develop an instrument for the purpose of identifying and measuring sources of stress presupposes some familiarity with the basic nature of stress in general and in particular as it relates to the work environment. This chapter is intended as a selected review of the key concepts and issues related to stress theory. An understanding of the impact of the term "cancer", together with a working knowledge of previous research related to stress among nurses and more specifically in terms of caring for the terminally ill, is a helpful prerequisite to this study. Concepts related to "death" will also be explored. Finally, the conceptual scheme for this study will be presented in this chapter.

Stress - Conceptual Overview and Measurement

In more general terms the investigation of stress has received considerable attention from many disciplines including physiology (Selye, 1956), psychology (Lazarus, 1971), and social psychology (McGrath, 1976).

A number of conceptual frameworks and measurement instruments have been developed, yet considerable confusion regarding the concept remains. Mason (1975) suggests that this

confusion will not be resolved by critique, argument or logical analysis alone, but he makes a strong case for further systematic research which could increase the theoretical base upon which prevailing concepts are based.

The scope of this study does not permit an indepth review of the literature relating to stress theory, however, a statement regarding stress theory and research within a variety of disciplines is in order.

In spite of the widespread confusion surrounding the concept of "stress", it continues to be the subject of investigation for scientists of many disciplines. A number of authors express concern regarding the semantic confusion surrounding the term; for example, stress is utilized interchangeably with such terms as strain, anxiety, conflict, tension, frustration (Antonovsky, 1979; Mason, 1975; McGrath, 1976,).

Another problematic area relates to methodological difficulties inherent in the task of measuring such intangible processes as stress. Cassel (1974), suggests that to a larger extent difficulties with measurement are a result of "...inadequacies in our theoretical or conceptual framework" (p.471).

Guided by the physiological approach to the study of stress and disease as formulated by the work of Selye (1956) and Wolff (1953), more recent investigators have directed their attention to psychosocial processes and their relationship to stress (eg. Cassel, 1974; McGrath, 1976).

From a psycho-social perspective, there is an emerging consensus that the concept of stress is a transactional phenomenon based on an individual's perception, coping style and motivation to confront stressors (Cassel, 1974; Lazarus, 1966; McGrath, 1976).

Antonovsky (1979) explored the concept of stress from a "breakdown, or health ease/dis-ease dichotomy". The focus is on the "...continuum as a multifaceted state or condition of the human organism", rather than on the health-disease dichotomy (p. 64). A stressor was defined "... as a demand made by the internal or external environment of an organism that upsets its homeostasis, restoration of which depends on a nonautomatic and not readily available energy-expending action" (p.72). Antonovsky is also in agreement with other writers regarding the notion that a given phenomenon or stimulus becomes a stressor dependent on how the person perceives the experience and on the coping mechanisms available. While the stressor is the "load" placed on the individual, the response to the stressor is called "tension" which can be accompanied by negative, neutral and/or positive effects. Antonovsky further distinguishes between the states of tension and stress. He suggests that stress is a contributing factor in pathogenesis and represents the strain that remains within the person when the tension is not successfully managed. The process of dealing with the tension is called tension management and the outcome is dependent on the person, and his ability to resolve the problem and dissipate the

tension. Inadequate tension management, therefore, leads to a "state of stress and breakdown on the ease/dis-ease continuum (Antonovsky, 1979). Similarly, good tension management leads a person to the other end of the continuum, away from breakdown.

This leads to the question of vulnerability. Cassel (1974), proposes one explanation as to why one person is more vulnerable to a stressor than another. First, it is suggested that psycho-social processes (stressors) themselves are not etiologically specific for any given disease but rather that they act as conditional stressors, by increasing the susceptibility of the organism to direct noxious stimuli, i.e. disease agents. He states, "the clinical manifestations of this enhanced susceptibility will not be a function of the particular psycho-social stressor, but of the physicochemical or microbiologic disease agents harbored by the organism or to which the organism is exposed." (p.473). Secondly, Cassel suggests that some psycho-social processes may be envisioned as "...protective factors buffering or cushioning the individual from the physiologic or psychologic consequences of exposure to the stressor situation" (p. 478). He further postulates that common to both types of psycho-social processes (conditional stressors and protective factors), "...is the strength of the social supports provided by the primary groups of most importance to the individual" (p. 78). This factor may be particularly relevant to the present study.

Based on the assumption that stressors are ubiquitous in

human existence and that they are perceived and managed in a very individual and personalized manner, a number of authors have attempted to classify sources of stress (e.g., Kahn, Wolfe, Quinn, 1964; Holmes & Rahe, 1967; McGrath, 1976; Parad & Caplan, 1965). Of particular interest in this study is stress related to the workplace and more specifically to the oncology setting.

In order to focus more clearly on the oncological setting as a workplace, it is important to explore the impact of the term "cancer".

The Impact of the Term "Cancer"

The diagnosis or potential diagnosis of cancer is typically viewed by the individual as a stressful traumatic event (Hinton, 1973, Peck, 1972). Cancer statistics on mortality and morbidity only partially reflect the problem of cancer in our society. Inherent in the mere thought of cancer is the intense panic and anxiety, the role changes and conflicts, and the constant threat of death. The patient is faced with such threats as the loss of usefulness, loss of physical attractiveness, fear of pain, chronicity of disability and its implications (Donovan & Pierce, 1976, p. 3). Burkhalter (1978, p.18) suggests that cancer patients tend to have a unique status within society. A study done by Miller & Nygren (1978) indicates that cancer, as a chronic illness, with its associated problems and concerns requires additional coping mechanisms (p. 302).

Abram (1972) suggests that patients suffering from chronic

illness utilize a variety of psychological responses such as regression, denial, and intellectualization, as well as projection, displacement and introjection, in order to handle the anxiety associated with the illness. Staff reactions of overconcern and involvement, anger and rejection and lack of sensitivity were identified as negative forces in helping a patient adjust to his illness. The meaning of cancer and the tremendous emotional conflicts that it evokes is not much different for the family of the cancer patient or for the health professionals involved in their care (Donovan & Pierce, 1976). Overwhelming loss is one of the most significant characteristic experienced by cancer patients, their families, and the health professionals involved (Barckley, 1978, p.157). Burkhalter (1978) suggests that the "intellectual acknowledgement by family, friends, and co-workers that cancer is a tragic illness and is often fatal can become clouded by the emotionally based fears of cancer that reside in each person" (p. 18). She further indicates that there are two prevailing attitudes towards cancer; fear and challenge. With regards to the first, fear has contributed positively, for example, by increasing public awareness that early screening and detection of cancer is possible. Conversely, fear can also act as a motivating stimulus to delay medical attention. The second attitude described by the word "challenge" is readily seen in the priority of cancer research and the crusade of fighting cancer (p. 18, 19).

Another perspective on the problem is to look at the

attitudes toward cancer and the cancer patient as reflected in the cancer myths that are still very much part of our society's belief systems. Nurses as members of our society are not exempt from these beliefs. Perhaps these unfounded beliefs contribute significantly to the negative and ambivalent feelings as well as to the stress experienced by nurses working with cancer patients. Burkhalter (1978) discusses several cancer myths including: 1) cancer being contagious, 2) uncontrollable pain, 3) hidden cures, 4) long, expensive treatment, and 5) mutilation.

Attention is now turned to a review of the research and literature specific to stress among nurses in the hospital environment. More specifically a brief review of the approaches to defining and measuring stress experienced by the nurses in critical care areas will be presented. Finally, a review of the literature and research specific to death and dying and the care of the terminally ill will be explored.

Stress Among Nurses in the Hospital Environment

It has been suggested that hospitals in general, are a stressful work environment. At times, the tasks of the nurse may be considered distasteful and frightening, and may evoke strong and mixed emotions (Michaels, 1971).

One author suggests that nurses experience stress "... as a continuing condition in their lives by virtue of their choice of profession (Hartel, 1979, p.92). Hartel further delineates a

number of perceived dangers (sources of stress) from two perspectives; first, there are stresses on the job that relate to patient care, the medical hierarchy, workload and ethical issues on an ongoing basis, as well as stresses which relate to recent events such as new policies, new medical staff, and organizational changes. Secondly, a number of potential stresses relating to life away from the job are identified such as: death in a family, illness, marriage, family responsibilities, and financial problems (p.93).

In a more recent study, Leatt and Schneck (1980), identified five types of stress for headnurses working in nine specialties: pediatrics, obstetrics, medicine, surgery, rural, auxiliary, psychiatry, rehabilitation and intensive care. The five types of stress related to: administrative work, type of patients, task ambiguity, staffing problems, and physician contact (p.31). Pinnell (1979), in yet another part of the same study identified four stress factors for hospital nursing staff which related to patients, physicians, workload, and relieving on other nursing units (p.105).

Stress in Critical Care Areas

A number of authors have attempted to identify the sources of stress experienced by nurses, especially for those working in critical care units. Some of their findings are relevant to this study and thus will be briefly summarized. Stress factors mentioned by Hay and Oken (1972) included: the work environment,

workload, complex technology, staff interpersonal conflicts, communication with families, and proximity to death. Vreeland and Ellis (1969) mentioned the feelings of inadequacy regarding the nurse's knowledge and skill requirements, conflicts with physicians and families, and the need to perform pain-inflicting procedures. Bilodeau (1973) summarized the sources of stress into 5 categories: 1) the patient and his care, 2) personnel, 3) environment, 4) families, and 5) others. In another study, West (1975) classified the stress experienced by staff according to primary and secondary stress. More specifically he suggested that primary stress results from three areas: the repetitive exposure to suffering, death and dying; the constant threat of object loss; and the feelings of personal failure. For secondary stress he suggested work overload, lack of gratification, and communication problems. In a more recent article Huckabay and Jagla (1979) classified the stressors into four major categories relating to interpersonal communication problems, knowledge base, environmental, and patient care, and further extrapolated sixteen components of possible stressors from the four main categories to provide a rather comprehensive classification. From this brief review of the literature it was noted that the proximity to death and dying was a recurrent theme mentioned as a stressor to nurses.

Stress and the Care of the Terminally Ill

Holsclaw (1965) hypothesized that certain areas of nursing carry a higher emotional risk factor than others. Specifically she suggested the following areas: patients undergoing surgery with high mortality risk, patients subjected to experimental therapies such as chemotherapy, severely handicapped patients, those requiring rehabilitation, psychiatric patients, as well as the terminally ill and critically ill patients. Again the common denominator proposed amongst these areas was the probable death of the patient or his permanent disability.

Holsclaw suggested that "a patient's death is the most direct affront to our restorative self-esteem" (1954, p.41). Similarly Vachon (1976) suggested that the nurses' struggle is for a life that has become meaningful to her in a personal manner (Vachon, 1976).

Craytor (1978) reported in her study that nurses working on medical units seemed distressed by the fact that many cancer patients die, that others present many complex problems not readily responsive to nursing interventions and that they were often witness to many painful procedures and suffering. The nurses expressed feelings of helplessness (p. 212). In one study interviews were conducted with more than 200 nurses in order to determine how they felt when patients suffer. Such feelings as compassion, anger, sympathy, dislike, apathy and satisfaction were described. The authors also explored how the nurses' feelings had changed in their response to patients who were

suffering in relation to: 1) their shift from school to practice, 2) differences in their reactions to different types of patients (e.g., age, nature of illness), 3) the complaining patient, and 4) dealing with emotional problems. The problems of over involvement with patients and the encounters with death and dying were also explored. Clearly, the nurses' reactions in terms of their proximity to death and dying elicited the strongest emotional response. The nurses were very concerned regarding the dangers and consequences of over involvement with the patients. Emotional distancing was described as the most common coping mechanism (Davitz & Davitz, 1975). Valentine (1978) suggested that "there is a fine line between optimal involvement and the distance necessary to protect our own sanity" (p. 389). Although nurses have been concerned with this issue for a long time, Davitz (1975) suggested that the relationship between emotional distance and nursing effectiveness should be explored. He further questioned whether the nurse's sense of sympathetic involvement with patients is a condition of effective nursing care and whether the structure of the hospital unit and tone of staff interpersonal relationships affects the individual nurse's relationship with patients (p. 1510).

Millerd (1977) suggested that nurses and physicians in a very real sense are survivors of events in which they witness the death of many people. She further postulated that "one should be able to identify those distinctive characteristics and attitudes of survivors about death present in health professionals,

specifically doctors and nurses" (p. 34). Reference was made to Liftons' survival syndrome phenomena which delineates five characteristics peculiar to survivors: death imprint, death guilt, psychic numbing, counterfeit nurturance and contagion anxiety and formulation. These characteristics were compared to Kubler - Ross' five stages of psychological adjustment in terms of being a process whereby it is hoped the person will work through each stage to successful adjustment. Millerd made some observation of the health professional and dying person interaction in relation to the survivor syndrome. In the first instance it is not unreasonable that a nurse or physician experience a death imprint when confronted with frequent deaths of patients; that is, the nurse "... is made aware of the experience of death rather than just the fact. This experience occurs in relationship to self rather than others" (p.34). This leads to a great degree of anxiety and is often reflected in simple avoidance of the anxiety-provoking situation - the dying patient. This phenomenon has been well documented in the literature (Glaser & Strauss, 1965; Kubler-Ross, 1969; Quint, 1966; Sudnow, 1967). Secondly, death guilt is experienced in several ways by health professionals and a sense of personal inadequacy is frequently experienced and at the same time a sense of relief is felt that it was the patient who died, not them personally. As a result "... vague diffuse feelings of guilt at the patient's death are often experienced by the health professionals" (Millerd, 1977, p.35). In another study Price and

Bergen (1977) described the conflicting feelings that nurses have in relation to "not being able to do more", that is, feelings of inadequacy and helplessness and those of "doing too much" which threatens the nurses' ability of her feelings of humanity and reality (p.232). Thirdly, psychic numbing may well result as a defence mechanism against the death anxiety experienced. Fourthly, when physicians and nurses exhibit a paranoid type of behavior such as anger, blaming others, and reflecting a sense of helplessness they may be manifesting counterfeit nurturance and contagion anxiety. And finally once the health professional has begun to contemplate death for the self thus altering or strengthening his identity, he has successfully reached the stage of formulation.

In one study Vachon (1976) found that nurses reported equal difficulty with staff communication as with watching patients suffer and die. She further suggested that the nurses appeared to focus on the problems of caring for the dying patient almost as a displacement of more basic concerns such as the fears and problems presented by the dying patient and the nurses personal death concerns. As supported by several studies mentioned earlier, interpersonal conflicts was mentioned frequently as a stressor. Vachon suggested that, perhaps focusing on staff conflicts was less threatening than exploring one's personal death awareness and that some dissension amongst the health team was inevitable due to conflicting opinions regarding patient care. The nurses also reported that their major difficulty was

in dealing with patients' feelings about illness, prognosis and death, especially when patients verbalized their feelings and also when they were on the research units.

Interesting findings were revealed in a study conducted at the Palliative Care Unit (P.C.U.) of the Royal Victoria Hospital in Montreal. The level of stress experienced by nursing staff in the P.C.U. measured by the Goldberg questionnaire (Goldberg, 1972), was twice as high as the average for nurses working on other units, measured at the same time. This suggests that close proximity to many dying patients is a very potential high risk area and primary cause of staff stress. It is also interesting to note that in that study, sources of stress such as: 1) interpersonal problems among staff, 2) lack of support from other staff members, 3) sense of personal inadequacy, and 4) role ambiguity declined over time (i.e. length of time nurses worked with dying patients). However, other sources of stress such as: 1) facing death of a patient, 2) difficulty dealing with families, and 3) watching patients suffer remained rather steady (P.C.U. Report 1976).

In another paper Vachon (1978b) suggested that the motivation of the staff member to work with dying patients can affect the job stress they encounter. Six reasons were identified: 1) accident, convenience, or a part of one's caseload, 2) a desire to do the "in thing" or to affiliate with a charismatic leader, 3) intellectual appeal, that is, the desire for control and mastery over illness, pain, and death, 4) a sense

of "calling" in religious or humanistic terms, 5) previous personal experience either oneself or with those close to him or her, and 6) the suspicion that one will someday develop the disease. The paper explored how each motivation may lead to particular forms of stress.

Other factors that perpetuate stress are related to general advances in medical technology. As a result of increased knowledge, new drugs, and more sophisticated technology, the dying process is prolonged. During this process, helping individuals and their families becomes extremely difficult. Consumer, as well as nurses' professional role expectations, also create pressure and often contribute to our sense of personal inadequacy (Vachon, 1976). As stated by Holsclaw (1965), we are a very cure-oriented society and although nurses claim to be more care-oriented we, nevertheless, identify with the medical model in restoring the patient to health.

In yet another approach to thanatology research Folta suggested that fundamental to dealing with staff stress is the need to understand how death is perceived by nurses. In one study she utilized 1) a perceived dimensions measure (semantic differential); 2) an anxiety (Guttman) scale; and 3) a sacred-secular (Guttman) scale. The sacred-secular scale referred to "... a spiritual-temporal continuum of attitudes towards death. That is, those who are high on the 'sacred' end of the continuum see death as a supernaturally controlled phenomenon, while those who are 'secular' perceive death as a

natural phenomenon, not subject to the control of a supernatural power" (p.233). The study sample consisted of all nursing staff in a university hospital, a religious general hospital, and a public general hospital. The results indicated no significant difference in perception of anxiety amongst the nursing population of the three hospitals. However, there was a significant relationship between anxiety and the position of the nurse within a hospital. The findings indicated that the registered staff nurses in all hospitals had higher anxiety levels than those involved in administration, practical nurses, and attendants. Folta speculated that the enforced proximity of nurses to the reality of death and dying and the self-selection processes operating whereby individuals with high anxiety are more likely to work in the healing professions, accounts for the significant findings. The study reported that most nurses viewed death as peaceful, controlled, predictable, and a common phenomenon, as well as, seen as a natural termination of the life process. However, death was perceived with a high degree of anxiety. It is suggested that these seemingly contradictory findings may be due to the fact "that the response to the semantic factors measure the orientation to death - the act, while the anxiety scale measures death - the process, and the sacred-secular scale measures death - the aftermath. Or, in other words, perhaps the factors are measuring death - the abstract concept, while the anxiety scale is measuring death - the personal threat, and the sacred-secular scale is measuring

death as a metaphysical phenomenon registering either the end or the beginning" (p. 235).

Gow and Williams (1977) replicated Folta's study with some modifications. Whereas Folta's study looked at differences in attitudes of nurses within similar agencies, this study examined differences in the attitudes of nurses who worked in markedly different settings. The study sample ($n = 235$) consisted of nurses working in community agencies, acute hospitals, and chronic facilities. A cluster sampling procedure was utilized whereby the total population of staff nurses were included from the smaller agencies and varying sampling fractions from the larger agencies. The focus was upon the effects of three sets of variables: 1) the type of agency, 2) the experiences of nurses in caring for the dying, and 3) their demographic characteristics, upon nurses' anxieties and attitudes toward death and dying. Analysis of the experiences of nurses in caring for the dying included: frequency of contact with dying patients, the age of the dying patients, and whether the nurses' work experience with dying patients and their families was viewed as rewarding, challenging or frustrating. The demographic characteristics included in the study were: level of education, age of the nurse, family status, and religious affiliation. The results suggest that the type of nursing agency had minimal independent bearing on the nurses' perception of death and dying and rather that the personal experiences and attitudes of nurses primarily determine their attitudes toward the subject. The

generalizability of this study is questionable due to the low response rate (15 to 31 per cent) in one of the work environments. Similarly Quint (1966) suggested that dying is a social experience as well as biological, and that nurses must recognize that their personal concept and feelings about death influences their practice. Huckabay and Jagla (1979) also suggested that "the degree of the manifestations of stress depends on the individual's coping and adaptive mechanisms" (p. 22). Knowledge about the stress-producing situation and control over the situation were recognized as part of the coping mechanism in this paper.

Constructs Related to the Concept of Loss

Although death is not the only outcome of the diagnosis of cancer the related concept of loss seems to be experienced throughout the experience. Exact definitions of loss or dying are not readily found, however, a number of constructs have been used to help clarify the phenomenon. Specifically, the constructs of death trajectory, certainty and time of death, awareness context, consequential losses, stages of adjustment in dying, will be discussed in this chapter.

Glaser and Strauss (1968) described the dying trajectory as a succession of "transitional statuses" in the status passage between life and death. Interpreting dying as a temporal process implies that dying is a social as well as a biological and psychological process. The dying person is part of a society,

with family and friends and who also interacts with health professionals. It is important to note that the dying trajectories themselves, are perceived courses of dying rather than the actual course. In addition, they have two significant properties: they take place over time, thus have "duration" and also have a "shape". The many possible combinations of duration and shape give rise to multiple types of dying trajectories (e.g. lingering death, expected swift death). However, regardless of the specific trajectory experienced by the patient, "critical junctures" occur along the dying trajectory moving the person from a state of being to nonbeing; these are:

1. The patient is defined as dying.
2. Staff and family then make preparation for his death, as he may do himself if he knows he is dying.
3. At some point, there seems to be "nothing more to do" to prevent death.
4. The final descent may take weeks, or days, or merely hours, ending in
5. the "last hours",
6. the death watch, and
7. the death itself (p.7).

An important determinant of the quality of interaction amongst the patient, family and health professionals is the expectations of death in relation to "certainty and time". Glaser and Strauss (1968) define certainty of death as "... the degree to which the defining person (physician, nurse, or even the patient himself) is convinced that the patient will die." And secondly, time of death is either "a) when the certain death will occur, or b) when the uncertainty about death will be

resolved" (p.8). Certainty and time in combination yield four types of "death expectations" which define the patient's transitional status passage from living to dead:

- 1) certain death at a known time,
- 2) certain death at an unknown time,
- 3) uncertain death but a known time when certainty will be established, and
- 4) uncertain death and an unknown time when the question will be resolved (p.8).

These expectations appear to affect interactions between the dying person, his family and health professionals in a very significant manner. Although physicians usually assume formal responsibility for defining the patient's condition, i.e. certainty and time of death, nurses must also assess the patient's illness status through such cues as the patients' physical condition and the temporal references made by the health team. Physical cues are more obvious and range from signs that spell hope to those that indicate immediate death. On the other hand, temporal cues are less obvious and refer to the patient's status movement as measured against the typical progression of the disease (i.e. he is "going fast" or lingering"). When physical cues are absent, temporal cues are rather indeterminate, thus, the nurse concludes that the patient will die "sometime" or "at any time" (p. 10).

Another seemingly powerful variable in dealing with a terminally ill patient is the "awareness context". Assuming the combination of two interactants (the patient and hospital staff), Glaser and Strauss (1965) defined the following types of

awareness context:

- 1) closed awareness (patient does not recognize his impending death even though the hospital personnel have the information) (p. 29);
- 2) suspicion awareness (staff are aware that the patient suspects, however they continue to try and negate his suspicion) (p 47);
- 3) mutual pretense (both staff and patient know of impending death yet both chose to pretend otherwise) (p. 64); and
- 4) open awareness (both staff and patient know of impending death and acknowledge it) (p. 79).

In yet another article Glaser and Strauss (1964) discuss three types of losses experienced by nurses when a patient dies:

- 1) personal loss (happens to the degree that the nurse becomes very personally involved with the patient and his family),
- 2) work loss (refers to working very hard at saving the life yet patient dies); and
- 3) social loss (depends on perceived social value of the patient). Age is deemed as the single most important characteristic in establishing social loss (p. 119-121).

Rosillo, Welty and Graham (1973) classified the potential losses or stresses experienced by cancer patients as follows:

- 1) Those induced by the disease itself, such as: loss of health; feeling of shame, punishment, or retribution, and feelings of loss of control and impending death.
- 2) Those related to the therapy, such as: fear of injury and mutilation, pain, change in appearance.
- 3) Those related to the hospitalization, such as impairment in: relationships with family, friends, and usual surroundings, employment, many pleasures, and identity (p. 153-158).

Barckley (1973) suggested that the cancer patient experiences many crises. The skilled nurse requires an understanding of the changing needs of the patient and his family at various stages of the disease. A sense of timing is necessary, believing that "to everything there is a season". For

example, there is a time for expression of despair and anger by the patient, a time for teaching and learning and a time for supporting the family (p. 49-53). Donovan and Pierce (1976) classified the impact of the diagnosis of cancer into 5 crises:

- 1) fear of the meaning of the symptoms,
- 2) diagnosis,
- 3) treatment,
- 4) metastasis, and
- 5) dying (p. 8).

Abrams (1966) suggested that the cancer patient develops a definite pattern of communication with health professionals and significant others, and that this pattern changes in three different stages of the disease - initial, advancing and terminal. The concern is not with what health professionals should say but rather with what the patient's needs are at different stages of his illness. An understanding of the changing patterns of communication would assist the professional in diminishing his own anxieties and in managing the patient. Abrams' findings revealed that in the initial stage patients talked freely, honestly and repeatedly about their diagnosis with physicians and significant others. There was an air of optimism and willingness to be a partner in treatment. In the advancing stage hope lessened and fear increased, and faith in physicians turned to fear of abandonment. And finally in the terminal stage, silence became more prevalent and the fear of being alone was most significant (p. 317-322).

Upon learning of a diagnosis of cancer with a potential fatal outcome or imminent loss a person may begin to grieve in

anticipation of the loss. Kubler-Ross (1969) describes five stages of psychological adjustments to loss:

- 1) shock, disbelief and denial;
- 2) anger;
- 3) bargaining, attempts to postpone the inevitable;
- 4) sense of great loss and accompanying depression; and
- 5) acceptance.

It is also believed that nurses working with these patients experience the same phenomenon. Similarly, Engel's (1964) model of adaptation to loss conceptualizes well the psychodynamic experience of the cancer patient:

- 1) disbelief (avoidance, suppression, denial);
- 2) developing awareness (anger, shame, guilt);
- 3) reorganization (dependency, aggression); and
- 4) resolution (positive adjustment to illness) (p. 93-98).

In summary then, while the "death trajectory" refers to the style of dying and the probable "certainty and time" of death, the "awareness context" refers to the tone of interactions between the patient and the staff. The losses refer to the consequences for the patient and the nurse while the stages of adjustment describes the behavior of patients in relation to their experience as well as provide insight into the character of staff behavior.

Conclusions from the Literature

From this review of the literature it is evident that the concept of death and dying as it relates to stress experienced by nurses working with cancer patients is a very complex multi-faceted phenomenon. Furthermore, stress is a profoundly personal experience.

A number of classifications of sources of stress were delineated by various authors such as 1) job versus away from work stress, 2) recent versus ongoing stress 3) primary, which relates to patient care and the self, versus secondary stress, encompassing interpersonal conflicts and the work environment. In addition, other categories of sources of stress were described and combined in various frameworks. Specifically, they were sources of stress related to: families, suffering, death-loss, feelings of inadequacy, role ambiguity, task ambiguity, knowledge base, and technology. Throughout the literature, the proximity to death as a source of stress prevailed.

Although loss and dying, in its meaning and effect, is as specific and individual as the person who experiences it, there are a number of constructs which help to clarify the phenomenon from a general perspective. Glaser and Strauss (1968), suggested that the experience of dying is shaped by the individual's personal history of illness, his characteristic response to stress and coping strategies, the specific nature of the terminal illness, and the tone of interactions he has with others during

the dying experience. In an attempt to define dying, a succession of "transitional statuses" referred to as "death trajectories" have been described. These perceived courses of dying take place over time, thus have "duration" and also have a "shape". The experience of loss (Engel, 1964); reaction to a cancer diagnosis (Barckley, 1973; Donovan & Pierce, 1976; Glaser & Strauss, 1964; Rosillo, Welty & Graham, 1973), and to dying, (Kubler-Ross, 1969), have been examined rather extensively and reported in the literature. It is important to note that these stages of adjustment (i.e., to loss, cancer diagnosis and dying), have been concluded from observation studies and individual interviewers making value judgements. This methodology raises many questions related to the reliability and validity of the conclusions derived from this type of research. Despite these shortcomings, there seems to be some concensus amongst both theorists and researchers, regarding the psychological stages related to the experience of loss, cancer diagnosis and dying.

Interaction between staff and patients who are experiencing significant losses or dying, can become strained. A number of constructs have been identified which influence the quality of interaction amongst patients, family and health professionals:

- 1) the expectation of death in relation to "certainty and time" (Glaser & Strauss, 1968), 2) the awareness context which refers to how the interacting persons define both themselves and others as interactants (Glaser & Strauss, 1965), and 3) social losses, described in terms of person, work and/or social worth (Glaser &

Strauss, 1964).

The notion of individual differences and their relationship to the manifestation of stress was often alluded to in the stress literature, however, little empirical research on these variables was documented.

Conceptual Scheme for this Study.

For purposes of this research, the perspective of Antonovsky (1979) was followed. Stress was defined as the nurses' response to stressors comprising of both physiological and psychosocial reactions (Rabkin, 1976, p.1013). Or, put another way, stress is "... that physical and emotional experience which results from a requirement to change from the condition of the moment to any other condition" (Harth, 1979, p.61). It is emphasized that stress was viewed as a personal experience and present depending "... both on the meaning of the stimulus to the person and on the repertoire of readily available, automatic homeostasis-restoring mechanisms available" (Antonovsky, 1979, p.72). Bates and Moore, in their study of stress in hospital personnel suggested that "stress is the result of the interaction of an individual's personal qualities with the situations in which the individual finds himself. Stress levels were, therefore, conceptualized as resulting from a combination of the individual's ability to cope and the difficulty of the situation itself" (1975, p.765).

Also, pertinent to this study was the concept that the energy required for tension management is finite and unless it is

replenished regularly the supply becomes exhausted. Selye warned that, "after a lifetime of constant expenditure, even our last investment will be eventually exhausted if we only spend and never earn" (1956). The term "burnout" has been coined to describe the consequences of overload by such authors as Kramer (1974), Maslach (1976), Veninga (1977), Shubin (1978), and Storlie (1979). According to Maslach "burnout involves the loss of concern for the people with whom one is working" (1979, p. 113). Although burnout may be manifested in a variety of ways, Patrick (1979), suggests that "... it has basic consistently identifiable elements: emotional exhaustion, shift toward negative attitudes, and sense of personal devaluation that occurs over time in response to continuous work-related stress" (p.87). The syndrome not only hurts the individual concerned but also plays a primary role in the poor delivery of health and social services to people in need of them. Although the manifestation of stress and the concept of burnout is pertinent to the topic, the scope of this study did not encompass the subject other than to recognize it as a consequence of inadequate tension management.

Similarly, due to the limitations of this study an attempt to measure the nurses' personal death awareness, death anxiety level, effects of stress on nursing performance as well as coping strategies has not been possible. However, these factors must be considered in interpreting any results and should be the focus for future research.

Although the use of self-reporting of nurses' perception of stress may be open to considerable measurement error, it was assumed that a survey of responses of nurses' perceptions can provide a reliable and somewhat useful measure. How individuals perceive and experience reality is a function of our attitudes. Therefore, as suggested by Selye, a person can "convert a negative stress into a positive one (or) 'eustress'" by reforming attitudes toward either specific events or ongoing conditions (Selye, 1978, p.63). The use of this methodology may have indeed provided the respondent with an opportunity to clarify their feelings regarding many situational realities and in turn an opportunity to change their attitudes.

Based on this selected review of the literature and the authors experience, the sources of stress for nurses working with cancer patients and their families was examined according to two phases of the oncology experience: 1) active treatment phase (diagnostic period, initial therapy and treatment during recurrent and advancing disease) and 2) palliative treatment phase. The potential sources of stress were classified a priori into two main categories with sub-groups described as:

1) Primary Stress

- a) stress related to the patient and his care,
- b) stress related to personal awareness (nurse), and

2) Secondary stress

- c) stress related to interpersonal relations,
- d) stress related to the work environment.

Since the study was exploratory in nature, it was thought that these four broad categories could encompass the majority of types of situational stress. In addition, for each category the constructs of awareness, style of dying, certainty and time, loss, and adjustment were incorporated as they applied.

CHAPTER 111

DESCRIPTION OF SETTING, POPULATION, AND METHODOLOGY

This chapter deals with a description of the setting and the population from which the data were obtained. In addition, the instrument used for measurement of stress and other variables, and the methods employed in data collection and data analysis are discussed.

The Setting

The Cross Cancer Institute is a comprehensive cancer treatment center located in Edmonton, Alberta. The Institute offers a full range of diagnostic services, as well as specialized treatment in radiotherapy, chemotherapy, and immunotherapy. Surgical removal of the cancer is performed in general hospitals throughout the province. Based on pre-treatment evaluation, the individual may be treated by one modality or by a combination of methods. Investigation and treatment is provided in day care, outpatient, and in the inpatient units.

In 1941, the Minister of Health at that time, Dr. W. W. Cross, introduced co-ordinated cancer services under the provincial Department of Health. The first services provided included diagnosis following referral and some financial

assistance during treatment. Clinics were established in Edmonton, Calgary and Lethbridge, Alberta.

In 1967, under the Cancer Treatment and Prevention Act, the Provincial Cancer Hospitals Board was created. This Board is composed of representatives from all across Alberta and is responsible for the cancer care program throughout the province.

The present building (Cross Cancer Institute) was opened in 1968 with the Outpatient Department opening first and a few months later, the first inpatients were admitted. Recognizing that good care for cancer patients can only develop against a background of research and education, the Institute became a teaching hospital of the University of Alberta in 1974. Research programs and patient services within the Institute have developed in a co-ordinated fashion with the University of Alberta Hospital and the other teaching hospitals throughout the city. The Division of Oncology, within the Faculty of Medicine, co-ordinates the teaching and training of medical students related to cancer. Nuclear Medicine technologists, students of Nursing and Radiotherapy technologists receive part or all of their training within the Cross Institute. In addition, educational resources are provided to many other members of the health disciplines and to the public.

Research is an integral part of life at the Institute. In addition to local research projects, several are organized in conjunction with national and international bodies including the National Cancer Institute of Canada and of the United States and

the European Organization for Research and Treatment of Cancer.

In the Cross Cancer Institute all patients have cancer and the focus is on active treatment aimed at cure or control of the disease. The treatment modalities include aggressive treatment often causing severe side effects, as well as experimental therapies (chemotherapy, radiation). In this setting very often the staff as a team will share the event with the patient and his family from the time of diagnosis to death. That is, the staff will share the patients' trauma of the initial diagnosis; the process of decision-making in regards to treatment and assist the patient to cope with side effects; may rejoice because of a remission then share in their despair upon a recurrence; and eventually concentrate on symptom control and accepting the reality of death.

The Population

The subjects for this study included the entire population of nursing staff working at the Institute. The criteria for inclusion of nursing staff in the study were: 1) consent from the nursing staff to participate, 2) nursing staff to include registered nurses (R.N.'s), registered nursing aides (R.N.A.'s), and orderlies (R.N.O.'s), and 3) nursing staff on either full or part-time staff status.

Out of a potential 95 respondents, 87 staff members participated in the study (a response rate of 91.5 per cent). Of the total, 95.4 per cent were female ($n = 83$).

Area of Nursing

Comprising these respondents, were 55 nurses (63.2 per cent) employed on the inpatient nursing units, 10 (11.5 per cent) in the out-patient department, 12 (13.8 per cent) in a supervisory-administrative position, and 10 (11.5 per cent) in a category including clinical research, education and social service.

Education

With regard to the levels of educational preparation, only 11.5 per cent of the nurses have a university degree, including 2.3 per cent who have a post-graduate clinical nursing course in addition to a Bachelor's Degree. The majority of respondents (79.3 per cent) had registered nurse, diploma level education. The remaining population (9.2 per cent) were educated at the certified nursing aide/orderly level.

Age

In terms of age, 47.7 per cent of the respondents were between 20 to 30 years of age, 32.6 per cent were between the age of 31 and 40, 14 per cent were between 41 and 50 years of age, and the remainder (5.8 per cent) were over the age of 51.

Experience

Length of experience, was examined for both, length of experience in nursing (years) and specifically, length of experience at the Institute (months). In the first instance, the largest group of respondents (67.8 per cent) had in excess of six years of nursing experience, 25.3 per cent recorded two to five

years nursing experience, and 6.9 per cent had one year or less of experience. Secondly, more than two-thirds (67.4 per cent) of the staff had worked at the Institute for more than nineteen months, 22.1 per cent had been on staff between seven and eighteen months, and 10.5 per cent of the respondents had worked at the Institute less than six months.

Marital Status

With reference to marital status, 69 percent were married, 4.6 per cent recorded that they were living with a significant other, 19.5 had never married, and 9.2 had been separated, divorced or widowed.

Religion

The religious affiliation of this population comprised of the following: Protestants - 62.1 per cent, Roman Catholics - 28.7 per cent, Other - 3.4 per cent and 5.7 per cent reported 'no religious affiliation'.

Personal Experience with Cancer and Death

Other personal variables of interest included the respondents personal experience with cancer and death of significant other(s). Nearly six per cent of the respondents personally have had or had cancer. In addition, 72.4 per cent recorded that a member of their family have had cancer, (of those, 43 per cent were diagnosed within the past two years). Vachon (1978b) suggested that the nurses' previous personal experience with cancer may be a form of motivation for working in the oncological setting. Comparable statistics describing this

personal variable amongst nurses in other oncological settings was not found in the literature, therefore, interpretation of the relevance of these findings was not possible. However, this question is worthy of further inquiry. In terms of death in the family, 71.3 per cent recorded that there had been a death in their family (of those, 43.5 per cent had occurred within the past two years).

Work Experience with Dying and Death of a Patient

In their work setting, 47.1 per cent of the respondents reported that they deal with terminally ill patients on a daily basis, 26.4 per cent reported contact with a terminally ill patient once per week, 17.2 per cent indicated the frequency of their contact to be two to three times per month, and the remaining 9.1 per cent recorded contact once per month or less.

Similarly, in the work setting, 23 per cent of the respondents recorded that they encountered the death of a patient with whom they have had contact at least once per week. The second largest group reported that they encountered the death of a patient two to three times per month (46 per cent) and 12.6 per cent reported that experience with the death of a patient occurred once per month. The remaining 18.5 per cent indicated that their encounters with death occurred less than once per month. However, it is interesting to note that at the time of data collection 87.4 per cent reported that they had encountered the death of a patient within the past month, and further, that

of those respondents, 30.2 per cent had encountered the death of a patient within the past two days.

Professional Judgement and Confidence

In terms of how the respondents perceived the extent of care required by the terminally ill and the staff members' level of confidence in providing that care, an overwhelming majority (81.6 per cent) recorded that the requests for nursing care of most patients receiving palliative treatment and diagnosed as terminally ill, as compared to patients being actively treated for cancer, was "somewhat more to much more" care. Whereas 91.9 per cent reported that they at least felt mostly confident in their ability to provide technical care for the terminally ill patients, only 57.4 per cent reported confidence at the same level in regards to their ability to manage the psychological needs of terminally ill patients. At the time of the study, 52.9 per cent recorded that overall they were "satisfied" with their kind of work, and 17.2 per cent were "strongly satisfied" with their work.

Personal Death Awareness and Belief Orientation

Another group of questions dealt with the individuals personal death awareness and their belief orientation. For example, 57.5 per cent, reported that they have come to terms with their own mortality. Only 16.1 per cent had ever experienced a real personal death threat. The frequency of

thinking about their own death was reported as "occasional" by 60.9 per cent and "frequently" by 10.3 per cent.

In terms of factors which most influenced the respondents present attitude about death, at least 50 per cent reported "the death of someone close" and "religious upbringing". For 58.6 per cent of the respondents death meant "being with God" and also for 54 per cent it meant "an ending of earthly life but with continual individual existence". In a related question, 72.4 per cent reported that they believe in life after death. In terms of religious practices, 59.8 per cent perceived themselves as at least moderately religious, 42.5 per cent attended church occasionally, and an additional 39.1 per cent attended frequently to very frequently.

When asked to select characteristics of their personal beliefs and practices, "regular efforts to relate to other people in a moral way that is consistent with my faith" and "an ability to draw strength from my faith when things are going wrong" were most frequently chosen (nearly 60 per cent).

Supplementary tables summarizing a breakdown of participants by these personal variables is shown in Appendix A.

The Instrument and Measurement

Data were collected by means of a questionnaire. The questionnaire consisted of two parts: the first dealt with the respondents' perception of the amount of stress and frequency of occurrence of the stress as represented by the items. Part two collected the other personal data.

Questionnaire - Part 1

The first step in designing the instrument was to develop a pool of potential stress items representative of the type of stress under study. It was important that there be a logical explanation for the presence of every item in the questionnaire. Accordingly, based on a selected review of the literature and the author's experience, the potential sources of stress for nursing staff working with cancer patients and their families were examined according to the following phases of the oncological experience: 1) active treatment phase (diagnostic period, initial therapy and treatment during recurrent and advancing disease) and 2) palliative treatment phase. The potential sources of stress were classified into two main categories with sub-groups described as:

- 1) Primary Stress
 - a) stress related to the Patient and his care,
 - b) stress related to Personal Awareness (nurse), and
- 2) Secondary Stress

- c) stress related to Interpersonal Relations and
- d) stress related to the Work Environment

For each category the constructs of awareness, style of dying, certainty and time, loss, and adjustment were incorporated as they applied. A pool of 80 items were developed utilizing a "situational" format.¹ That is, for each item the respondents were asked to indicate how stressful each situation was perceived to be, by answering "almost no stress", "very little stress", "some stress", "quite a bit of stress", or "very much stress", and to indicate how often the situation occurred in their work, by answering "never", "rarely", "sometimes", "often", or "always"².

The draft questionnaire was studied by and utilized as a teaching tool by a group of 60 nurses in the post-basic Nursing Degree Program, University of Alberta. While this evaluation was not formalized, the procedure did provide some helpful feedback with regard to the face validity and clarity of the proposed stress items. In addition the items were scrutinized for content validity by a group of judges which included nurses, social workers and individuals working in pastoral services ($n = 12$). The judges provided feedback regarding the representativeness of items, accuracy, and clarity.

After dropping some questionable items and rewriting others for purposes of clarity, 72 items were selected to form part one of the questionnaire. The questionnaire is shown in the Appendix B.

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- 1 Some of the items were modified from the questionnaire developed by Leatt, P., & Schneck, R. Difference in stress perceived by headnurses across nursing specialties in hospitals. Journal of Advanced Nursing, 1980, 5, 31-46.
 - 2 The scale was modified from the original questionnaire developed by Overton, P., & Schneck, R. An Inquiry into the Relationships among Environment, Technology, Structure, Process and Behaviour Within Nursing Subunits. (Working Paper), Edmonton: University of Alberta, 1976.

Questionnaire - Part 11

Part two of the questionnaire collected information about the respondents.

The length of experience at the Cross Cancer Institute was reported in months (Item 73), however, in the analysis the length of time was categorized into 3 parts: 1 to 6 months, 7 to 18 months, and more than 19 months. Similarly the length of total nursing experience was reported in years (Item 74), and categorized into 3 parts: 1 year or less, 2 to 5 years, and more than 6 years.

The areas of nursing (Item 75) were designated as nursing units, out-patient department, supervisory/administrative position and other.

The level of nursing education (Item 76) was designated as R.N.A. or C.N.O., R.N. Diploma, Bachelor's Degree, R.N. Diploma plus Clinical post-graduate course, and Bachelor's Degree plus Clinical post-graduate course.

Item 77 referred to the nurses' age (years) which was broken down into 20 - 30 years, 31 - 40 years, 41 - 50 years, and over 51 years of age for the analysis.

Marital status was reported in item 78 and categorized into four parts: 1) single: never married; 2) single: separated, divorced, widowed; 3) married, and 4) living with significant other. The respondents were requested to check appropriate categories.

Item 79 related to the sex of the respondent.

The nurses' personal experience with cancer and death were reported in item 80 (diagnostic tests for cancer of the self), item 81 (cancer - self), items 82, 83 (cancer in family and time of diagnosis), items 84, 85 (death in family and time of death). Items 80, 81 and 83 were dichotomous questions (yes, no).

In addition, the nurses' work experiences with terminally ill patients and actual death of a patient were reported in items 86 and 87, utilizing an 8-point scale ranging from "never" to "usually every day". Items 88 and 89 referred to the time of the nurses' most recent encounter with a patient's death (number of days since last death within the past month).

The nurse's estimation of time required to care for the terminally ill patients as compared to patients being actively treated (item 90) was reported on a 5-point scale from "much more time consuming" to "much less time consuming". In addition, the nurse rated his/her level of confidence in providing both technical care and psychological care for terminally ill patients on a 4-point scale, ranging from "not at all confident" to "very confident" (item 91, and 92). Item 93, related to the overall satisfaction of the nurses in their work and was reported on a 5-point scale ranging from "strongly satisfied" to "very dissatisfied".

Another group of items related to the nurses' personal death awareness and belief orientation. Item 94 referred to the extent to which the nurse had come to terms with his/her mortality. A 4-point scale was utilized ranging from "yes", "to a great extent", "only in part" and "no". Any death threats were acknowledged as "yes" or "no" in item 95. Frequency of thinking of one's own death was reported in item 96 on a 5-point scale, ranging from "very frequently", (at least once per day) to "never".

Items 97 and 98 related to the subjects' attitude about and understanding of, the term death, respectively. The respondents were requested to check appropriate descriptions delineated in the items.

Item 99 related to the nurses' religious affiliation. In addition, item 100 referred to the nurses' perception of their religiosity, and utilized a 5-point scale ranging from "very religious" to "anti-religious". Frequency of church attendance was reported as "never", "occasionally", "frequently" or "very frequently" in item 101. Item 102 related to the role of religion in shaping attitudes and was reported on a 5-point scale ranging from "a very significant role" to "no role at all". Similarly, the extent of belief in life after death was reported on a 5-point scale ranging from "strongly believe in it" to "convinced it does not exist". And lastly, item 104, itemized characteristics of personal beliefs and the nurses were requested to check those appropriate to them. The questionnaire is shown

in the last part of Appendix B.

Measurement

In this study, stress was operationally defined as comprising two dimensions: the amount of stress perceived by the respondents in relation to the various possible sources of stress, and the frequency of occurrence of each of the potentially stressful situations. In addition, composite measures of stress were derived by multiplying the stress level score by the stress frequency score for each of the 72 items.¹ These composite stress measures were seen as a means of determining the total amount of stress as perceived by the respondents in relation to each potential source of stress. For example, a particular situation may be perceived as very stressful, but if the situation did not occur, it would not truly represent an actual source of stress for the individual.

¹ The use of composite stress scores was utilized in a Masters thesis by Pinnell, L.E., *Perceptions of Stress among Hospital Staff*. Edmonton: University of Alberta, Faculty of Nursing, 1979.

Data Collection

The questionnaires were distributed to the various nursing areas within the Institute, accompanied by a letter of explanation (Appendix B). The respondents were asked to return the completed questionnaire within one week. As mentioned earlier, participation in the study was voluntary and confidentiality was assured.

Data Analysis

The unit of analysis was the individual respondent. As indicated earlier nursing staff included in the study were R.N.'s, R.N.A.'s, and C.N.O.'s on either full or part-time staff status.

Sources of Stress and Frequency of Occurrence

The sources of stress were identified by analyzing the data in terms of perceived: 1) amount of stress, 2) frequency of occurrences of the situations and the 3) composite scores comprising both dimensions.

For each item the respondents were asked to indicate the level of stress each described situation was perceived to create, by checking the appropriate space on a five-point scale, with a score of one representing the lowest level of stress. In order to determine how stressful each situation was perceived to be, in

relation to the other situations, mean response scores were calculated for each item. Thirdly, the items were then rank-ordered according to the amount of stress they were perceived to represent. With reference to the frequency of occurrence (the second half of the items), the same procedure was utilized. Again a five-point scale was derived, with a score of one representing "never".

Composite Stress Scores

As a means of determining if the respondents differentiated between the two parts of each item (amount of stress and frequency of occurrence), Pearson's correlation coefficients with a level of significance (0.01) were computed. The number of significant correlation coefficients was few. Accordingly, a composite measure of stress was computed for each respondent on all 72 items. This was derived by multiplying each nurse's response score for the first half of each item by the response score for the second half of the item. In addition, mean composite stress scores for all nurses were calculated for each item and rank ordered according to level of stress. Composite stress scores were then utilized for all subsequent data analysis.

Factor Analysis

Factor analysis was utilized to identify major types of stress being measured and to examine the extent to which the four

sources of stress identified a priori, correspond to the empirically derived factors. This procedure was based on the assumption that items (situations) measuring the same hypothetical construct will tend to correlate and show up in factor solutions as loading on the same factor (Thorndike and Hagen, 1969, p 247-248). Factor analysis is a descriptive technique which in effect is "a method for extracting common factors variances from sets of measures" (Kerlinger, 1973, p.659). Not only does factor analysis serve the course of scientific parsimony by thus limiting the number of variables with which an investigator must cope, this procedure can also help to locate and identify unities or fundamental properties underlying a set of situational variables (Kerlinger, 1973, p. 150).

Initially factor analysis on the 72 items was performed to obtain all Eigenvalues greater than one and to examine 4,5,6,7, and 8 factor solutions. Both orthogonal and oblique solutions were examined. A solution was sought which explained a reasonable proportion of variance yet was consistent with a priori considerations of stress.

A five-factor orthogonal solution was deemed to be most appropriate which used 36 of the original 72 items, and explained 57.4 per cent of the variance. Once the most meaningful factorial solution was obtained, factor scores were also calculated for each respondent.

Regression Analysis

In order to identify the best predictors of the respondents' scores on the stress factors, step-wise multiple regression analysis was performed. This procedure, in effect, was an attempt to find the best combination of predictors and their relationship with the stress factors (Kim & Kohout, 1975, p.321)

A number of predictors were considered: area of nursing, years of nursing experience, experience at the Institute, education, age, marital status, confidence in providing care, job satisfaction, personal history with cancer, personal death history, personal death awareness and belief orientation ($N = 24$ predictors). In order to utilize multiple regression, dummy variables were created to replace areas of nursing, level of education, and marital status, which were all categorical variables (i.e., nominal scale).

CHAPTER IV

ANALYSIS OF RESULTS AND DISCUSSION

This chapter is divided into four sections. First the sources of stress are described according to their perceived intensity and their frequency of occurrence. This is followed by a presentation of the results of factor analysis. Thirdly, the results of step-wise regression analysis, identifying potential predictors of sources of stress, is reported. The fourth section represents a discussion of the key results.

Description of Sources of StressRecorded Amount of Stress

The perceived amount of stress associated with each situation (item), as indicated by percentage responses are shown in Table I. The modal category of response indicates that 42 of the 72 situations (items) suggested "some stress" to the largest number of respondents. The second largest number of respondents recorded "quite a bit of stress" for 19 of the 72 situations. Three of the situations had equal modal responses for two of the levels specified (item 4, 25 and 32). The remaining 8 items had highest agreement on either "almost no", "very little", or "very much" stress. Overall the majority of nurses report either "some" or "quite a bit" of stress perceived from each situation. It is

TABLE 1
**Percentage Responses to First Half of Stress Items
 Indicating the Perceived Level of Stress
 Associated with each Source**

| Item Number | Item Content | Level of Stress (% Response) | | | | |
|-------------|--|------------------------------|-------------|-------------|--------------|-------------|
| | | Almost no Stress | Very Little | Some | Quite a Bit | Very Much |
| 1. | Physicians not available | 0 | 4.6 | 24.1 | <u>44.8a</u> | 26.4 |
| 2. | Patient understanding of condition and Rx | 27.6 | 27.6 | <u>31.0</u> | 12.6 | 1.1 |
| 3. | Personality conflicts - nursing staff | 12.6 | 11.5 | <u>31.0</u> | 29.9 | 14.9 |
| 4. | Patient advised - goal of care is palliative | 3.4 | 10.3 | <u>39.1</u> | 39.1 | 8.0 |
| 5. | Night shift | 19.8 | 12.8 | <u>30.2</u> | 23.3 | 14.0 |
| 6. | Family not informed - poor prognosis of patient | 0 | 1.1 | 12.6 | <u>42.5</u> | <u>43.7</u> |
| 7. | Patient suffering | 0 | 1.1 | <u>35.6</u> | <u>43.7</u> | 19.5 |
| 8. | Family critical of your care | 1.1 | 3.4 | 32.2 | <u>34.5</u> | 28.7 |
| 9. | Learn about new protocols | 13.8 | 28.7 | <u>43.7</u> | <u>11.5</u> | 2.3 |
| 10. | Patient becomes weaker | 2.3 | 13.8 | <u>51.7</u> | 26.4 | 5.7 |
| 11. | New research protocols utilized | 3.4 | 25.3 | <u>44.8</u> | 25.3 | 1.1 |
| 12. | Nursing staff do not communicate effectively | 4.6 | 6.9 | 29.9 | <u>44.8</u> | 13.8 |
| 13. | Patient undergoes disfiguring surgery | 2.3 | 19.5 | <u>43.7</u> | 24.1 | 10.3 |
| 14. | Maintain skills - intravenous infusions | 41.2 | 25.9 | 22.4 | 8.2 | 2.4 |
| 15. | Patient dies without family present | 2.3 | 4.6 | <u>36.8</u> | <u>42.5</u> | 13.8 |
| 16. | Patient appears well - poor prognosis | 2.3 | 7.0 | <u>51.2</u> | 30.2 | 9.3 |
| 17. | Poor communication, (Dr., Nurse) | 0 | 2.3 | <u>26.4</u> | <u>39.1</u> | 32.2 |
| 18. | Patient readmitted - recurrence of disease - anxious | 3.4 | 9.2 | <u>44.8</u> | 34.5 | 8.0 |
| 19. | Insufficient resources to provide emotional support | 2.3 | 4.6 | 23.0 | <u>37.9</u> | 32.2 |
| 20. | Family discuss poor prognosis and impending death | 4.6 | 20.7 | <u>41.4</u> | 25.3 | 8.0 |
| 21. | Patient pretends not to be aware of diagnosis | 1.1 | 8.0 | <u>41.4</u> | 40.2 | 9.2 |
| 22. | Provide therapy - loss of hair as a side effect | 31.0 | 24.1 | <u>35.6</u> | 8.0 | 1.1 |
| 23. | Family ask questions after patient dies - re cause | 2.3 | 20.7 | <u>36.8</u> | 27.6 | 12.6 |
| 24. | Patient readmitted - recurrence unco-operative | 2.3 | 3.4 | <u>43.7</u> | 42.5 | 8.0 |
| 25. | Questioned - unorthodox forms of treatment | 13.8 | <u>35.6</u> | <u>35.6</u> | 10.3 | 4.6 |
| 26. | Scope of your job is not defined clearly | 12.6 | 11.5 | <u>37.9</u> | 24.1 | 13.8 |
| 27. | Patient with young children dies | 0 | 3.4 | <u>12.6</u> | <u>43.7</u> | 40.2 |
| 28. | Patient's behavior is troublesome | 2.3 | 4.6 | <u>43.7</u> | <u>35.6</u> | 13.8 |
| 29. | Team members make conflicting demands | 8.1 | 22.1 | <u>36.0</u> | 30.2 | 3.5 |

a Modal category of response underlined

cont.

TABLE 1
 Percentage Responses to First Half of Stress Items
 Indicating the Perceived Level of Stress
 Associated with each Source

| Item Number | Item Content | Level of Stress (% Response) | | | | |
|-------------|---|------------------------------|-------------|-------------------|-------------|-----------|
| | | Almost no Stress | Very Little | Some | Quite a Bit | Very Much |
| 30. | Physician is diagnosed with cancer | 2.3 | 12.6 | 51.7 ^a | 27.6 | 5.7 |
| 31. | Family constantly at the bedside | 19.5 | 26.4 | 41.4 | 12.6 | 0 |
| 32. | Patient dies on your shift | 1.1 | 1.1 | 19.5 | 39.1 | 39.1 |
| 33. | Admit a patient - palliative treatment only | 12.6 | 24.1 | 41.4 | 17.2 | 4.6 |
| 34. | Terminate a relationship with family | 9.2 | 14.9 | 40.2 | 26.4 | 9.2 |
| 35. | Patient dies within one week after discharge | 4.6 | 9.2 | 57.5 | 20.7 | 8.0 |
| 36. | Family upset after the patient dies | 0 | 10.3 | 42.5 | 32.2 | 14.9 |
| 37. | Patient your own age dies | 1.1 | 4.6 | 27.6 | 41.4 | 25.3 |
| 38. | Residents are new on unit | 10.3 | 10.3 | 31.0 | 37.9 | 10.3 |
| 39. | Patient understanding of hospital's operation | 52.3 | 37.2 | 8.1 | 2.3 | 0 |
| 40. | Life-sustaining measures - terminal diagnosis | 1.1 | 4.6 | 24.1 | 44.8 | 25.3 |
| 41. | Patient unco-operative | 1.1 | 6.9 | 49.4 | 39.1 | 3.4 |
| 42. | Family pretend impending death not a fact | 0 | 1.1 | 25.3 | 47.1 | 26.4 |
| 43. | Patient develops neurological impairment | 1.1 | 6.9 | 37.9 | 46.0 | 8.0 |
| 44. | Team unable to plan together | 2.3 | 4.6 | 36.8 | 28.7 | 27.6 |
| 45. | Responsibilities of your job not clear | 10.3 | 16.1 | 37.9 | 26.4 | 9.2 |
| 46. | Patient receives toxic treatments | 9.3 | 19.8 | 50.0 | 18.6 | 2.3 |
| 47. | Perform procedures which cause pain | 2.3 | 4.6 | 37.9 | 41.4 | 13.8 |
| 48. | Patient discussed impending death | 3.4 | 18.4 | 50.6 | 20.7 | 6.9 |
| 49. | Family ask to be involved in care | 36.8 | 54.0 | 9.2 | 0 | 0 |
| 50. | Patient never verbalizes any concerns | 1.1 | 12.6 | 41.4 | 36.8 | 8.0 |
| 51. | Patient your own age diagnosed with cancer | 3.4 | 4.6 | 34.5 | 40.2 | 17.2 |
| 52. | Patient vents much anger | 2.3 | 20.7 | 42.5 | 29.9 | 4.6 |
| 53. | Evening shift | 29.4 | 23.5 | 24.7 | 20.0 | 2.4 |
| 54. | Family spend less and less time with patient | 1.1 | 5.7 | 36.8 | 37.9 | 18.4 |
| 55. | Patient with young children diagnosed with cancer | 0 | 1.1 | 26.4 | 44.8 | 27.6 |
| 56. | Relieve on another unit | 9.2 | 19.5 | 34.5 | 27.6 | 9.2 |
| 57. | Patient does not have family visiting | 2.3 | 2.3 | 42.5 | 46.0 | 6.9 |
| 58. | Asked to work on your day off | 12.6 | 16.1 | 35.6 | 26.4 | 9.2 |
| 59. | Care for the body after death | 9.2 | 26.4 | 40.2 | 18.4 | 5.7 |
| 60. | Family asking questions about patient's condition | 2.3 | 13.8 | 48.3 | 29.9 | 5.7 |
| 61. | Workload is very heavy | 0 | 1.1 | 12.6 | 49.4 | 36.8 |

^a Modal category of response underlined

cont.

TABLE 1
Percentage Responses to First Half of Stress Items
Indicating the Perceived Level of Stress
Associated with each Source

| Item Number | Item Content | Level of Stress (% Response) | | | |
|-------------|--|------------------------------|-------------|-------------|---------------|
| | | Almost no Stress | Very Little | Some | Quite a Bit |
| 62. | Physicians impatient with nursing staff | 2.3 | 8.0 | 25.3 | <u>43.7</u> a |
| 63. | Patient informed of his diagnosis of cancer | 3.4 | 9.2 | <u>43.7</u> | 39.1 |
| 64. | Staff display strong emotional feelings | 4.6 | 11.5 | <u>49.4</u> | 29.9 |
| 65. | Shifts leave unfinished work | 5.7 | 2.3 | <u>40.2</u> | 39.1 |
| 66. | Patient understanding of the treatment | 19.5 | <u>46.0</u> | 25.3 | 6.9 |
| 67. | Insufficient time to provide emotional support | 0 | 1.1 | 13.8 | 37.9 |
| 68. | Therapy causes severe nausea and vomiting | 4.6 | 10.3 | <u>51.7</u> | 31.0 |
| 69. | Family ask questions re autopsy | 10.3 | 27.6 | <u>42.5</u> | 18.4 |
| 70. | Nurse is diagnosed with cancer | 0 | 8.0 | <u>52.9</u> | 29.9 |
| 71. | Family ask questions re prognosis | 2.3 | 9.2 | <u>54.0</u> | 29.9 |
| 72. | Physicians critical of nursing staff | 0 | 4.6 | <u>17.2</u> | 35.6 |
| | | | | | <u>42.5</u> |

^a Modal category of response underlined

interesting to note that the perceived amount of stress for 11 of the 72 items received majority agreement by the respondents ($> 50\%$). Item 35 relating to the death of the patient within one week after discharge received the highest agreement, which represented some stress to 57.5% of the respondents. Also amongst the situations which received majority agreement was item 39 relating to the patients' understanding of hospital operation, with 52.3% of the respondents recording "almost no stress". The analysis also suggested that the amount of stress related to working the evening shift (item 53) was fairly evenly distributed amongst the first four levels.

The mean response of all respondents for each item were calculated then rank ordered from high to low and are reported in Table 2. Overall, in relation to all situations, insufficient time to provide emotional support (item 67), and the family not informed regarding the poor prognosis of the patient (item 6), contributed the greatest amount of stress. Conversely, patients' understanding of the hospital operation (item 39) generated the least stress.

Recorded Frequency of Occurrence of Situations

The frequency of occurrence of each situation (items), as indicated by percentage responses are shown in Table 3. In terms of modal categories, the largest number of respondents recorded that 43 of the 72 situations (items) occurred "sometimes" in their work. The second largest number of respondents recorded the frequency of occurrences as "often" for 16 of the 72

TABLE 2
Sources of Stress, Rank Ordered by
Average Level of Stress Reported

| Item Number | Item Content | N | Mean Responses ^a |
|-------------|--|----|-----------------------------|
| 67. | Insufficient time to provide emotional support | 87 | 4.3 |
| 6. | Family not informed - poor prognosis of patient | 87 | 4.3 |
| 72. | Physicians critical of nursing staff | 87 | 4.2 |
| 61. | Workload is very heavy | 87 | 4.2 |
| 27. | Patient with young children dies | 87 | 4.2 |
| 32. | Patient dies on your shift | 87 | 4.1 |
| 55. | Patient with young children diagnosed with cancer | 87 | 4.0 |
| 42. | Family pretend impending death not a fact | 87 | 4.0 |
| 17. | Poor communication, (Dr., Nurse) | 87 | 4.0 |
| 40. | Life-sustaining measures - terminal diagnosis | 87 | 3.9 |
| 37. | Patient your own age dies | 87 | 3.9 |
| 19. | Insufficient resources to provide emotional support | 87 | 3.9 |
| 8. | Family critical of your care | 87 | 3.9 |
| 1. | Physicians not available | 87 | 3.9 |
| 7. | Patient suffering | 87 | 3.8 |
| 62. | Physicians impatient with nursing staff | 87 | 3.7 |
| 54. | Family spend less and less time with patient | 87 | 3.7 |
| 44. | Team unable to plan together | 87 | 3.7 |
| 51. | Patient your own age diagnosed with cancer | 87 | 3.6 |
| 47. | Perform procedures which cause pain | 87 | 3.6 |
| 15. | Patient dies without family present | 87 | 3.6 |
| 12. | Nursing staff do not communicate effectively | 87 | 3.6 |
| 65. | Shifts leave unfinished work | 87 | 3.5 |
| 57. | Patient does not have family visiting | 87 | 3.5 |
| 43. | Patient develops neurological impairment | 87 | 3.5 |
| 36. | Family upset after the patient dies | 87 | 3.5 |
| 28. | Patient's behavior is troublesome | 87 | 3.5 |
| 24. | Patient readmitted - recurrence unco-operative | 87 | 3.5 |
| 21. | Patient pretends not to be aware of diagnosis | 87 | 3.5 |
| 70. | Nurse is diagnosed with cancer | 87 | 3.4 |
| 50. | Patient never verbalizes any concerns | 87 | 3.4 |
| 41. | Patient unco-operative | 87 | 3.4 |
| 16. | Patient appears well - poor prognosis | 86 | 3.4 |
| 4. | Patient advised - goal of care is palliative | 87 | 3.4 |
| 63. | Patient informed of his diagnosis of cancer | 87 | 3.3 |
| 38. | Residents are new on unit | 87 | 3.3 |
| 23. | Family ask questions after patient dies - re cause | 87 | 3.3 |
| 18. | Patient readmitted - recurrence of disease - anxious | 87 | 3.3 |
| 71. | Family ask questions re prognosis | 87 | 3.2 |
| 68. | Therapy causes severe nausea and vomiting | 87 | 3.2 |
| 64. | Staff display strong emotional feelings | 87 | 3.2 |
| 60. | Family asking questions about patient's condition | 87 | 3.2 |
| 35. | Patient dies within one week after discharge | 87 | 3.2 |
| 30. | Physician is diagnosed with cancer | 87 | 3.2 |

^a Assigned Scores were: "Almost no stress" (1), "Very little" (2)
 "Some" (3), "Quite a bit" (4), "Very Much" (5)

cont.

TABLE 2
Sources of Stress, Rank Ordered by
Average Level of Stress Reported

| Item Number | Item Content | N | Mean Response ^a |
|-------------|---|----|----------------------------|
| 13. | Patient undergoes disfiguring surgery | 87 | 3.2 |
| 10. | Patient becomes weaker | 87 | 3.2 |
| 3. | Personality conflicts - nursing staff | 87 | 3.2 |
| 56. | Relieve on another unit | 87 | 3.1 |
| 52. | Patient vents much anger | 87 | 3.1 |
| 48. | Patient discusses impending death | 87 | 3.1 |
| 45. | Responsibilities of your job not clear | 87 | 3.1 |
| 34. | Terminate a relationship with family | 87 | 3.1 |
| 26. | Scope of your job is not defined clearly | 87 | 3.1 |
| 20. | Family discuss poor prognosis and impending death | 87 | 3.1 |
| 58. | Asked to work on your day off | 87 | 3.0 |
| 29. | Team members make conflicting demands | 86 | 3.0 |
| 11. | New research protocols utilized | 87 | 3.0 |
| 5. | Night shift | 86 | 3.0 |
| 59. | Care for the body after death | 87 | 2.9 |
| 46. | Patient receives toxic treatments | 86 | 2.8 |
| 33. | Admit a patient - palliative treatment only | 87 | 2.8 |
| 69. | Family asks questions re autopsy | 87 | 2.7 |
| 25. | Questioned - unorthodox forms of treatment | 87 | 2.6 |
| 9. | Learn about new protocols | 87 | 2.6 |
| 31. | Family constantly at the bedside | 87 | 2.5 |
| 53. | Evening shift | 86 | 2.4 |
| 66. | Patient understanding of the treatment | 87 | 2.3 |
| 2. | Patient understanding of condition and Rx | 87 | 2.3 |
| 22. | Provide therapy - loss of hair as a side effect | 87 | 2.2 |
| 14. | Maintain skills - intravenous infusions | 86 | 2.0 |
| 49. | Family ask to be involved in care | 87 | 1.7 |
| 39. | Patient understanding of hospital's operation | 87 | 1.6 |

^a Assigned Scores were: "Almost no stress" (1), "Very little" (2), "Some" (3)
 "Quite a bit" (4), "Very Much" (5)

TABLE 3
Percentage Responses to Second Half of Stress Items
Indicating the Perceived Frequency of Occurrence
of Situations

| Item Number | Item Content | Frequency of Occurrence (% Response) | | | | |
|-------------|--|--------------------------------------|-------------|--------------|-------------|-------------|
| | | Never | Rarely | Same-Times | Often | Always |
| 1. | Physicians not available | 1.1 | 19.5 | <u>60.9a</u> | 18.4 | 0 |
| 2. | Patient understanding of condition and Rx | 0 | 28.7 | <u>50.6</u> | 20.7 | 0 |
| 3. | Personality conflicts - nursing staff | 1.1 | <u>69.0</u> | <u>25.3</u> | 4.6 | 0 |
| 4. | Patient advised - goal of care is palliative | 2.3 | 11.5 | <u>46.0</u> | 39.1 | 1.1 |
| 5. | Night shift | <u>33.7</u> | 11.6 | <u>20.9</u> | 25.6 | 8.1 |
| 6. | Family not informed - poor prognosis of patient | 2.3 | 23.0 | <u>48.3</u> | 26.4 | 0 |
| 7. | Patient suffering | 0 | 2.3 | <u>28.7</u> | <u>51.7</u> | 17.2 |
| 8. | Family critical of your care | 5.7 | <u>71.3</u> | 21.8 | 1.1 | 0 |
| 9. | Learn about new protocols | 4.6 | 8.0 | <u>24.1</u> | <u>52.9</u> | 10.3 |
| 10. | Patient becomes weaker | 2.3 | 9.2 | 21.8 | <u>64.4</u> | 2.3 |
| 11. | New research protocols utilized | 2.3 | 6.9 | <u>39.1</u> | <u>49.4</u> | 2.3 |
| 12. | Nursing staff do not communicate effectively | 4.6 | <u>43.7</u> | <u>44.8</u> | 6.9 | 0 |
| 13. | Patient undergoes disfiguring surgery | 5.7 | 34.5 | <u>36.8</u> | 23.0 | 0 |
| 14. | Maintain skills - intravenous infusions | 14.9 | 11.5 | <u>14.9</u> | 20.7 | <u>37.9</u> |
| 15. | Patient dies without family present | 9.2 | 35.6 | <u>46.0</u> | 9.2 | 0 |
| 16. | Patient appears well - poor prognosis | 0 | 7.0 | <u>37.2</u> | <u>55.8</u> | 0 |
| 17. | Poor communication, (Dr., Nurse) | 0 | 8.0 | <u>54.0</u> | <u>34.5</u> | 3.4 |
| 18. | Patient readmitted - recurrence of disease - anxious | 0 | 1.1 | <u>36.8</u> | <u>59.8</u> | 2.3 |
| 19. | Insufficient resources to provide emotional support | 0 | 17.2 | <u>41.4</u> | 37.9 | 3.4 |
| 20. | Family discuss poor prognosis and impending death | 1.1 | 10.3 | <u>59.8</u> | 25.3 | 3.4 |
| 21. | Patient pretends not to be aware of diagnosis | 1.1 | 24.1 | <u>59.8</u> | 13.8 | 1.1 |
| 22. | Provide therapy - loss of hair as a side effect | 3.4 | 1.1 | 8.0 | <u>77.0</u> | 10.3 |
| 23. | Family ask questions after patient dies - re cause | 6.9 | <u>49.4</u> | 36.8 | 6.9 | 0 |
| 24. | Patient readmitted - recurrence unco-operative | 1.1 | 42.5 | <u>52.9</u> | 3.4 | 0 |
| 25. | Questioned - unorthodox forms of treatment | 2.3 | <u>46.0</u> | <u>46.0</u> | 5.7 | 0 |
| 26. | Scope of your job is not defined clearly | 18.4 | <u>42.5</u> | <u>33.3</u> | 4.6 | 1.1 |
| 27. | Patient with young children dies | 1.1 | 10.3 | <u>52.9</u> | 34.5 | 1.1 |
| 28. | Patient's behavior is troublesome | 1.1 | 17.2 | <u>67.8</u> | 13.8 | 0 |
| 29. | Team members make conflicting demands | 11.6 | <u>53.5</u> | <u>27.9</u> | 7.0 | 0 |

a Modal category of response underlined

cont.

TABLE 3
Percentage Responses to Second Half of Stress Items
Indicating the Perceived Frequency of Occurrence
of Situations

| Item Number | Item Content | Frequency of Occurrence (% Response) | | | | |
|-------------|---|--------------------------------------|-------------|--------------------------|-------------|--------|
| | | Never | Rarely | Some-Times | Often | Always |
| 30. | Physician is diagnosed with cancer | 0 | 4.6 | <u>52.9</u> ^a | 41.4 | 1.1 |
| 31. | Family constantly at the bedside | 6.9 | 5.7 | <u>29.9</u> | <u>56.3</u> | 1.1 |
| 32. | Patient dies on your shift | 8.0 | 13.8 | <u>51.7</u> | 25.3 | 1.1 |
| 33. | Admit a patient - palliative treatment only | 4.6 | 13.8 | <u>51.7</u> | 29.9 | 0 |
| 34. | Terminate a relationship with family | 5.7 | 20.7 | <u>35.6</u> | 32.2 | 5.7 |
| 35. | Patient dies within one week after discharge | 0 | 19.5 | <u>59.8</u> | 20.7 | 0 |
| 36. | Family upset after the patient dies | 4.6 | 4.6 | <u>34.5</u> | <u>49.4</u> | 6.9 |
| 37. | Patient your own age dies | 1.1 | 11.5 | <u>57.5</u> | 28.7 | 1.1 |
| 38. | Residents are new on unit | 2.3 | 5.7 | <u>26.4</u> | <u>57.5</u> | 8.0 |
| 39. | Patient understanding of hospital's operation | 0 | 9.3 | 44.2 | <u>45.3</u> | 1.2 |
| 40. | Life-sustaining measures - terminal diagnosis | 3.4 | 14.9 | <u>46.0</u> | 35.6 | 0 |
| 41. | Patient unco-operative | 1.1 | 42.5 | <u>51.7</u> | 4.6 | 0 |
| 42. | Family pretend impending death not a fact | 1.1 | 24.1 | <u>59.8</u> | 14.9 | 0 |
| 43. | Patient develops neurological impairment | 2.3 | 10.3 | <u>63.2</u> | 24.1 | 0 |
| 44. | Team unable to plan together | 3.4 | <u>35.6</u> | 34.5 | 19.5 | 6.9 |
| 45. | Responsibilities of your job not clear | 17.2 | <u>51.7</u> | 21.8 | 9.2 | 0 |
| 46. | Patient receives toxic treatments | 1.2 | 3.5 | <u>16.3</u> | <u>55.8</u> | 23.3 |
| 47. | Perform procedures which cause pain | 4.6 | 12.6 | <u>47.1</u> | 35.6 | 0 |
| 48. | Patient discussed impending death | 1.1 | 17.2 | <u>67.8</u> | 13.8 | 0 |
| 49. | Family ask to be involved in care | 4.6 | 11.5 | <u>59.8</u> | 23.0 | 1.1 |
| 50. | Patient never verbalizes any concerns | 0 | 10.3 | <u>62.1</u> | 27.6 | 0 |
| 51. | Patient your own age diagnosed with cancer | 0 | 5.7 | <u>56.3</u> | 37.9 | 0 |
| 52. | Patient vents much anger | 0 | 16.1 | <u>71.3</u> | 12.6 | 0 |
| 53. | Evening shift | 23.5 | 12.9 | <u>15.3</u> | <u>35.3</u> | 12.9 |
| 54. | Family spend less and less time with patient | 4.6 | 29.9 | <u>58.6</u> | 6.9 | 0 |
| 55. | Patient with young children diagnosed with cancer | 0 | 3.4 | <u>50.6</u> | 46.0 | 0 |
| 56. | Relieve on another unit | 20.7 | <u>41.4</u> | 32.2 | 5.7 | 0 |
| 57. | Patient does not have family visiting | 4.6 | 21.8 | <u>65.5</u> | 8.0 | 0 |
| 58. | Asked to work on your day off | 12.6 | <u>49.4</u> | 29.9 | 8.0 | 0 |
| 59. | Care for the body after death | 10.3 | 11.5 | <u>51.7</u> | 21.8 | 4.6 |
| 60. | Family asking questions about patient's condition | 1.1 | 8.0 | <u>47.1</u> | 42.5 | 1.1 |
| 61. | Workload is very heavy | 5.7 | 8.0 | <u>23.0</u> | <u>59.8</u> | 3.4 |

a Modal category of response underlined

cont.

TABLE 3
Percentage Responses to Second Half of Stress Items
Indicating the Perceived Frequency of Occurrence
of Situations

| Item Number | Item Content | Frequency of Occurrence (% Response) | | | | |
|-------------|--|--------------------------------------|-------------|--------------|-------------|--------|
| | | Never | Rarely | Some-Times | Often | Always |
| 62. | Physicians impatient with nursing staff | 1.1 | 33.3 | <u>52.9a</u> | 12.6 | 0 |
| 63. | Patient informed of his diagnosis of cancer | 5.7 | 36.8 | <u>50.6</u> | 6.9 | 0 |
| 64. | Staff display strong emotional feelings | 0 | 19.5 | <u>65.5</u> | 14.9 | 0 |
| 65. | Shifts leave unfinished work | 5.7 | 31.0 | <u>56.3</u> | 5.7 | 1.1 |
| 66. | Patient understanding of the treatment | 1.1 | 25.3 | <u>60.9</u> | 11.5 | 1.1 |
| 67. | Insufficient time to provide emotional support | 0 | 2.3 | 26.4 | <u>64.4</u> | 6.9 |
| 68. | Therapy causes severe nausea and vomiting | 4.6 | 1.1 | 12.6 | <u>78.2</u> | 3.4 |
| 69. | Family ask questions re autopsy | 18.4 | <u>36.8</u> | <u>34.5</u> | <u>10.3</u> | 0 |
| 70. | Nurse is diagnosed with cancer | 1.1 | <u>37.9</u> | <u>58.6</u> | 2.3 | 0 |
| 71. | Family ask questions re prognosis | 4.6 | 2.3 | <u>49.4</u> | <u>43.7</u> | 0 |
| 72. | Physicians critical of nursing staff | 1.1 | 8.0 | <u>59.8</u> | 28.7 | 2.3 |

a Modal category of response underlined

situations and the third largest number of respondents recorded "rarely" for 10 of the total situations. One situation had equal modal responses for two of the frequencies specified (item 25). The two remaining situations had highest agreement on opposite poles, "never" for item 5 and "always" for item 14.

Compared with the perceived amount of stress, the reported frequency of occurrence for 48 of the 72 situations received majority agreement ($> 50\%$) in contrast to 11 situations for the amount of stress. This finding suggested that overall the situations described occur in most areas of work within the Institute and with some regularity. The frequency of occurrence for items 68 and 22, both relating to side-effects of treatment, received the highest agreement which occurred "often" for 78.2% and 77% of the respondents respectively.

As with the amount of stress, mean response scores of all respondents for the second dimension of each item were calculated and subsequently rank ordered according to frequency of occurrence, as reported in Table 4. Overall, in relation to all situations, patients receiving toxic treatments occurred most frequently, while four of the situations described occurred least frequently (rarely) with a mean response of 2.2. Specifically these situations related to physicians and families being critical of staff, relieving on another unit, and ambiguity of job responsibility.

In order to determine the independence of response by the respondents between the two dimensions of each situation (amount

TABLE 4
Sources of Stress, Rank Ordered by
Average Frequency of Occurrence Reported

| Item Number | Item Content | N | Mean Responses ^a |
|-------------|--|----|-----------------------------|
| 46. | Patient receives toxic treatments | 87 | 4.0 |
| 22. | Provide therapy - loss of hair as a side effect | 87 | 3.9 |
| 67. | Insufficient time to provide emotional support | 87 | 3.8 |
| 7. | Patient suffering | 87 | 3.8 |
| 68. | Therapy causes severe nausea and vomiting | 87 | 3.7 |
| 38. | Residents are new on unit | 87 | 3.6 |
| 18. | Patient readmitted - recurrence of disease - anxious | 87 | 3.6 |
| 10. | Patient becomes weaker | 87 | 3.6 |
| 9. | Learn about new protocols | 87 | 3.6 |
| 14. | Maintain skills - intravenous infusions | 87 | 3.6 |
| 61. | Workload is very heavy | 87 | 3.5 |
| 36. | Family upset after the patient dies | 87 | 3.5 |
| 16. | Patient appears well - poor prognosis | 87 | 3.5 |
| 55. | Patient with young children diagnosed with cancer | 87 | 3.4 |
| 11. | New research protocols utilized | 87 | 3.4 |
| 31. | Family constantly at the bedside | 87 | 3.4 |
| 39. | Patient understanding of hospital's operation | 86 | 3.4 |
| 17. | Poor communication, (Dr., Nurse) | 87 | 3.3 |
| 19. | Insufficient resources to provide emotional support | 87 | 3.3 |
| 51. | Patient your own age diagnosed with cancer | 87 | 3.3 |
| 4. | Patient advised - goal of care is palliative | 87 | 3.3 |
| 71. | Family ask questions re prognosis | 87 | 3.3 |
| 60. | Family asking questions about patient's condition | 87 | 3.3 |
| 27. | Patient with young children dies | 87 | 3.2 |
| 37. | Patient your own age dies | 87 | 3.2 |
| 50. | Patient never verbalizes any concerns | 87 | 3.2 |
| 20. | Family discuss poor prognosis and impending death | 87 | 3.2 |
| 40. | Life-sustaining measures - terminal diagnosis | 87 | 3.1 |
| 47. | Perform procedures which cause pain | 87 | 3.1 |
| 43. | Patient develops neurological impairment | 87 | 3.1 |
| 34. | Terminate a relationship with family | 87 | 3.1 |
| 33. | Admit a patient - palliative treatment only | 87 | 3.1 |
| 6. | Family not informed - poor prognosis of patient | 87 | 3.0 |
| 32. | Patient dies on your shift | 87 | 3.0 |
| 1. | Physicians not available | 87 | 3.0 |
| 64. | Staff display strong emotional feelings | 87 | 3.0 |
| 35. | Patient dies within one week after discharge | 87 | 3.0 |
| 52. | Patient vents much anger | 87 | 3.0 |
| 59. | Care for the body after death | 87 | 3.0 |
| 53. | Evening shift | 86 | 3.0 |
| 49. | Family ask to be involved in care | 87 | 3.0 |
| 42. | Family pretend impending death not a fact | 87 | 2.9 |
| 44. | Team unable to plan together | 87 | 2.9 |
| 28. | Patient's behavior is troublesome | 87 | 2.9 |

^a Assigned scores were: "Never" (1), "Rarely" (2), "Sometimes" (3), "Often" (4), "Always" (5) cont.

TABLE 4
Sources of Stress, Rank Ordered by
Average Frequency of Occurrence Reported

| Item Number | Item Content | N | Mean Responses ^a |
|-------------|--|----|-----------------------------|
| 21. | Patient pretends not to be aware of diagnosis | 87 | 2.9 |
| 48. | Patient discussed impending death | 87 | 2.9 |
| 66. | Patient understanding of the treatment | 87 | 2.9 |
| 2. | Patient understanding of condition and Rx | 87 | 2.9 |
| 62. | Physicians impatient with nursing staff | 87 | 2.8 |
| 57. | Patient does not have family visiting | 87 | 2.8 |
| 13. | Patient undergoes disfiguring surgery | 87 | 2.8 |
| 54. | Family spend less and less time with patient | 87 | 2.7 |
| 65. | Shifts leave unfinished work | 87 | 2.7 |
| 15. | Patient dies without family present | 87 | 2.6 |
| 24. | Patient readmitted - recurrence unco-operative | 87 | 2.6 |
| 70. | Nurse is diagnosed with cancer | 87 | 2.6 |
| 41. | Patient unco-operative | 87 | 2.6 |
| 63. | Patient informed of his diagnosis of cancer | 87 | 2.6 |
| 5. | Night shift | 86 | 2.6 |
| 25. | Questioned - unorthodox forms of treatment | 87 | 2.6 |
| 12. | Nursing staff do not communicate effectively | 87 | 2.5 |
| 23. | Family ask questions after patient dies - re cause | 87 | 2.4 |
| 30. | Physician is diagnosed with cancer | 87 | 2.4 |
| 69. | Family ask questions re autopsy | 87 | 2.4 |
| 3. | Personality conflicts - nursing staff | 87 | 2.3 |
| 26. | Scope of your job is not defined clearly | 87 | 2.3 |
| 58. | Asked to work on your day off | 87 | 2.3 |
| 29. | Team members make conflicting demands | 86 | 2.3 |
| 72. | Physicians critical of nursing staff | 87 | 2.2 |
| 8. | Family critical of your care | 87 | 2.2 |
| 56. | Relieve on another unit | 87 | 2.2 |
| 45. | Responsibilities of your job not clear | 87 | 2.2 |

^a Assigned scores were: "Never" (1), "Rarely" (2), "Sometimes" (3), "Often" (4), "Always" (5)

of stress and frequency of occurrence correlations were computed for each item. Correlations (< 0.25) between sources of stress and frequency of occurrence for each item were reported in Table 5. These results indicate that 12.5 per cent of the mean response for both dimensions of each situation reported a Pearson R equal to or greater than 0.25. More specifically, six of the nine items reporting a correlation score greater than 0.25 related to secondary stress, that of interpersonal communication and work load.

Composite Stress Scores

Based on these results, assuming then, that the respondents were generally able to rate the two dimensions of the question independently, a composite measure of stress was computed for each respondent on all 72 items. As explained in Chapter 111 a composite measure for each nurse was derived as a multiple of the two dimensions of each item (amount score \times frequency score). In addition, mean composite stress scores were calculated and rank ordered as indicated in Table 6. It would appear that insufficient time to provide emotional support (item 67) was responsible for creating the most stress (encompassing both the level of stress and frequency of occurrence), and conversely, the family asking to be involved in the patient's care (item 49) was viewed as contributing the least stress.

As the best representation of the total amount of stress perceived by the respondents, the composite stress scores were

TABLE 5
Correlations greater than .25 Between
Source of Stress and Frequency
of Occurrence Reported for Each Item

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TABLE 6

Rank Ordering of Composite Stress Score

| Item Number | Item Content | N | Mean Responses ^a |
|-------------|--|----|-----------------------------|
| 67. | Insufficient time to provide emotional support | 87 | 16.3 |
| 61. | Workload is very heavy | 87 | 14.8 |
| 7. | Patient suffering | 87 | 14.7 |
| 55. | Patient with young children diagnosed with cancer | 87 | 13.7 |
| 27. | Patient with young children dies | 87 | 13.7 |
| 17. | Poor communication, (Dr., Nurse) | 87 | 13.6 |
| 19. | Insufficient resources to provide emotional support | 87 | 13.1 |
| 6. | Family not informed - poor prognosis of patient | 87 | 12.9 |
| 32. | Patient dies on your shift | 87 | 12.5 |
| 40. | Life-sustaining measures - terminal diagnosis | 87 | 12.4 |
| 36. | Family upset after the patient dies | 87 | 12.3 |
| 38. | Residents are new on unit | 87 | 12.2 |
| 37. | Patient your own age dies | 87 | 12.2 |
| 18. | Patient readmitted - recurrence of disease - anxious | 87 | 12.1 |
| 51. | Patient your own age diagnosed with cancer | 87 | 12.1 |
| 68. | Therapy causes severe nausea and vomiting | 87 | 11.9 |
| 16. | Patient appears well - poor prognosis | 86 | 11.9 |
| 1. | Physicians not available | 87 | 11.8 |
| 42. | Family pretend impending death not a fact | 87 | 11.5 |
| 10. | Patient becomes weaker | 87 | 11.4 |
| 47. | Perform procedures which cause pain | 87 | 11.3 |
| 44. | Team unable to plan together | 87 | 11.3 |
| 46. | Patient receives toxic treatments | 86 | 11.1 |
| 4. | Patient advised - goal of care is palliative | 87 | 11.1 |
| 43. | Patient develops neurological impairment | 87 | 11.0 |
| 71. | Family ask questions re prognosis | 87 | 10.9 |
| 60. | Family asking questions about patient's condition | 87 | 10.8 |
| 50. | Patient never verbalizes any concerns | 87 | 10.8 |
| 28. | Patient's behavior is troublesome | 87 | 10.6 |
| 62. | Physicians impatient with nursing staff | 87 | 10.4 |
| 11. | New research protocols utilized | 87 | 10.2 |
| 21. | Patient pretends not to be aware of diagnosis | 87 | 10.2 |
| 20. | Family discuss poor prognosis and impending death | 87 | 9.9 |
| 57. | Patient does not have family visiting | 87 | 9.9 |
| 34. | Terminate a relationship with family | 87 | 9.8 |
| 54. | Family spend less and less time with patient | 87 | 9.8 |
| 35. | Patient dies within one week after discharge | 87 | 9.6 |
| 64. | Staff display strong emotional feelings | 87 | 9.5 |
| 65. | Shifts leave unfinished work | 87 | 9.4 |
| 9. | Learn about new protocols | 87 | 9.3 |
| 52. | Patient vents much anger | 87 | 9.3 |
| 15. | Patient dies without family present | 87 | 9.3 |
| 72. | Physicians critical of nursing staff | 87 | 9.3 |
| 12. | Nursing staff do not communicate effectively | 87 | 9.2 |

^a Possible range for composite stress scores was 1 to 25

cont.

TABLE 6

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Rank Ordering of Composite Stress Score

| Item Number | Item Content | N | Mean Responses ^a |
|-------------|--|----|-----------------------------|
| 48. | Patient discussed impending death | 87 | 9.1 |
| 24. | Patient readmitted - recurrence unco-operative | 87 | 9.1 |
| 70. | Nurse is diagnosed with cancer | 87 | 8.9 |
| 13. | Patient undergoes disfiguring surgery | 87 | 8.8 |
| 41. | Patient unco-operative | 87 | 8.7 |
| 63. | Patient informed of his diagnosis of cancer | 87 | 8.7 |
| 22. | Provide therapy - loss of hair as a side effect | 87 | 8.6 |
| 33. | Admit a patient - palliative treatment only | 87 | 8.6 |
| 59. | Care for the body after death | 87 | 8.6 |
| 8. | Family critical of your care | 87 | 8.5 |
| 31. | Family constantly at the bedside | 87 | 8.4 |
| 5. | Night shift | 86 | 8.3 |
| 23. | Family ask questions after patient dies - re cause | 87 | 8.1 |
| 30. | Physician is diagnosed with cancer | 87 | 7.8 |
| 3. | Personality conflicts - nursing staff | 87 | 7.7 |
| 53. | Evening shift | 86 | 7.6 |
| 26. | Scope of your job is not defined clearly | 87 | 7.4 |
| 29. | Team members make conflicting demands | 86 | 7.2 |
| 14. | Maintain skills - intravenous infusions | 86 | 7.1 |
| 58. | Asked to work on your day off | 87 | 7.1 |
| 45. | Responsibilities of your job not clear | 87 | 7.1 |
| 2. | Patient understanding of condition and Rx | 87 | 6.8 |
| 56. | Relieve on another unit | 87 | 6.7 |
| 25. | Questioned - unorthodox forms of treatment | 87 | 6.6 |
| 69. | Family ask questions re autopsy | 87 | 6.6 |
| 66. | Patient understanding of the treatment | 87 | 6.4 |
| 39. | Patient understanding of hospital's operation | 86 | 5.4 |
| 49. | Family ask to be involved in care | 87 | 5.2 |

^a Possible range for composite stress scores was 1 to 25

utilized for all further data analyses.

Factor Analysis

Factor analysis was utilized as a method of exploring the number and nature of the underlying stress types amongst the 72 items. In the first analysis twenty factors were obtained with eigenvalues greater than one and accounting for 77.5% of the variance in individual responses. In order to summarize further, repeated factor analysis, specifying 8,7,6,5 and 4 factors as well as both the orthogonal and oblique rotation were carried out. A five factor solution using varimax rotation was found to be the most satisfactory in terms of number of factors to summarize the item pool. However, this solution accounted for only 44.2 per cent of the variance. At this point 36 items with communalities ≤ 0.4 were deleted from the pool. The most interpretable solution was a 5 factor orthogonal solution which explained 57.4% of the variance in responses to 36 items. The final factor structure solution is shown in Table 7. From examination of the items which loaded highly on each factor it was possible to identify the major types of stress.

Each factor is described separately in relation to their theoretical significance, along with a discussion of items loading \geq than .50. It is important to note that items with low loadings also contribute to the description of the factor, indirectly, by suggesting what the factor is not.

TABLE 7
Factor Analysis of Composite Stress Scores
- Orthogonal Solution Varimax Rotation
(36 Items)

| Item Number | Item Content | Communalities | <u>Factors</u> | | | | |
|-------------|--|---------------|----------------|--------------|--------------|--------|--------|
| | | | 1 | II | III | IV | V |
| 37. | Patient your own age dies | 0.787 | <u>0.871a</u> | 0.018 | 0.093 | -0.007 | 0.136 |
| 51. | Patient your own age diagnosed with cancer | 0.685 | <u>0.769</u> | 0.158 | 0.128 | 0.038 | 0.226 |
| 59. | Care for the body after death | 0.636 | <u>0.670</u> | 0.323 | 0.097 | 0.034 | -0.177 |
| 32. | Patient dies on your shift | 0.652 | <u>0.649</u> | 0.224 | 0.414 | -0.016 | -0.095 |
| 27. | Patient with young children dies | 0.505 | <u>0.555</u> | 0.347 | 0.227 | 0.036 | 0.154 |
| 35. | Patient dies within one week after discharge | 0.420 | 0.487 | 0.309 | 0.169 | -0.060 | 0.233 |
| 23. | Family ask questions after patient dies - re cause | 0.419 | 0.480 | 0.083 | 0.337 | 0.250 | 0.076 |
| 50. | Patient never verbalizes any concerns | 0.435 | 0.461 | 0.313 | 0.312 | 0.130 | 0.103 |
| 60. | Family asking questions about patient's condition | 0.466 | 0.449 | 0.415 | 0.072 | 0.236 | -0.174 |
| 28. | Patient's behavior is troublesome | 0.435 | 0.423 | 0.318 | 0.354 | 0.147 | 0.090 |
| 10. | Patient becomes weaker | 0.551 | 0.126 | <u>0.674</u> | 0.191 | -0.203 | 0.059 |
| 46. | Patient receives toxic treatments | 0.530 | 0.322 | <u>0.621</u> | 0.199 | -0.032 | -0.016 |
| 18. | Patient readmitted - recurrence of disease - anxious | 0.475 | 0.176 | <u>0.614</u> | 0.103 | 0.101 | 0.215 |
| 11. | New research protocols utilized | 0.451 | 0.007 | <u>0.613</u> | 0.263 | 0.023 | -0.080 |
| 43. | Patient develops neurological impairment | 0.491 | 0.258 | <u>0.592</u> | 0.211 | 0.104 | 0.138 |
| 33. | Admit a patient - palliative treatment only | 0.489 | 0.343 | <u>0.588</u> | 0.075 | 0.096 | -0.101 |
| 7. | Patient suffering | 0.475 | 0.043 | <u>0.537</u> | 0.181 | 0.030 | 0.388 |
| 55. | Patient with young children diagnosed with cancer | 0.478 | 0.435 | 0.439 | 0.177 | 0.111 | 0.229 |
| 30. | Physician is diagnosed with cancer | 0.425 | 0.294 | 0.439 | -0.039 | 0.205 | 0.321 |
| 57. | Patient does not have family visiting | 0.420 | 0.303 | 0.400 | 0.366 | 0.117 | -0.139 |
| 40. | Life-sustaining measures - terminal diagnosis | 0.616 | 0.014 | 0.289 | <u>0.723</u> | -0.023 | 0.096 |
| 17. | Poor communication, (Dr., Nurse) | 0.601 | 0.143 | 0.165 | <u>0.683</u> | -0.045 | 0.291 |
| 44. | Team unable to plan together | 0.483 | 0.064 | 0.033 | <u>0.676</u> | 0.140 | 0.036 |
| 61. | Workload is very heavy | 0.563 | 0.183 | 0.289 | <u>0.665</u> | 0.012 | -0.065 |
| 38. | Residents are new on unit | 0.543 | 0.301 | 0.192 | <u>0.619</u> | 0.179 | -0.007 |

a For ease of viewing, items have been re-ordered from the original (Appendix C) and loadings of .50 or greater are underlined.

TABLE 7
Factor Analysis of Composite Stress Scores
- Orthogonal Solution Varimax Rotation
(36 Items)

| Item Number | Item Content | Commun-alities | <u>Factors</u> | | | | |
|-------------|--|----------------|----------------|--------|--------------------------|--------------|--------------|
| | | | I | II | III | IV | V |
| 62. | Physicians impatient with nursing staff | 0.560 | 0.210 | 0.059 | <u>0.510^a</u> | 0.270 | 0.424 |
| 42. | Family pretend impending death not a fact | 0.403 | 0.386 | 0.122 | 0.484 | 0.040 | 0.059 |
| 65. | Shifts leave unfinished work | 0.402 | 0.348 | 0.143 | 0.429 | 0.118 | -0.250 |
| 45. | Responsibilities of your job not clear | 0.868 | 0.003 | -0.091 | 0.234 | <u>0.889</u> | 0.124 |
| 26. | Scope of your job is not defined clearly | 0.502 | 0.082 | 0.015 | 0.198 | <u>0.667</u> | 0.107 |
| 66. | Patient understanding of the treatment | 0.400 | 0.072 | 0.347 | -0.164 | 0.495 | -0.048 |
| 72. | Physicians critical of nursing staff | 0.504 | 0.135 | 0.105 | 0.301 | 0.127 | <u>0.607</u> |
| 63. | Patient informed of his diagnosis of cancer | 0.481 | 0.391 | 0.171 | -0.246 | 0.185 | 0.452 |
| 31. | Family constantly at the bedside | 0.465 | 0.262 | 0.357 | 0.322 | 0.183 | -0.363 |
| 24. | Patient readmitted - recurrence unco-operative | 0.404 | 0.367 | 0.327 | 0.337 | 0.194 | 0.106 |
| 47. | Perform procedures which cause pain | 0.386 | 0.278 | 0.356 | 0.357 | 0.233 | 0.005 |

| | | | | | |
|--|--------|-------|-------|-------|-------|
| Eigenvalues | 11.132 | 2.296 | 1.905 | 1.650 | 1.425 |
| Proportion of Variance explained by each Factor (Total 57.4%) | 32.3% | 7.6% | 6.5% | 5.8% | 5.3% |

^aFor ease of viewing, items have been reordered from the original (Appendix C) and loadings of .50 or greater are underlined.

Factor 1: Death of a Patient:

The first factor explained 32.3 per cent of the variance explained by all the factors and related primarily to the death of a patient (item 32 & 59). In addition the construct of social loss was well exemplified in items 27 and 37 utilizing age as the gauge for potential social worth. Although not specifically referring to the death of a patient item 51 related well with the concept of social loss.

Factor 11: Dying and Suffering:

The second factor explained 7.6 per cent of the variance and related primarily to the process of dying (item 10 - becoming weaker, item 18 - recurrence of disease, item 33 - admitted for palliation, item 43 - neurological impairment). Item 7 related to suffering and item 46 implies suffering as a result of toxic agents. The item concerned with the justification for the use of new research protocols (item 11) may also be viewed as suggestive of terminal disease.

Factor 111: Lack of Communication:

This factor related primarily to communications and accounted for 6.5 per cent of the variance. Items 17, 38 and 62 related directly to physician and nursing staff communication and item 40 (life-sustaining measures for patient with a terminal diagnosis), indirectly implies a breakdown of communication. Item 44 referred to breakdown in teamwork and the heavy workload (item 61) may be

the result of lack of communication or on the other hand the cause of communication breakdown.

Factor IV: Job ambiguity:

The fourth factor had only two items with high loadings and accounted for 5.8 per cent of the variance. Item 26 and 45 related to lack of clarity regarding the scope and responsibilities of the job.

Factor V: Critical Physician Feedback:

Only one item loaded highly on the fifth factor and explained only 5.3 per cent of the variance. Item 72 related specifically to physicians being critical of nursing care.

Predicting Nurses' Stress Factor Scores

As indicated in Chapter III, factor scores for each of the 5 factors were calculated for each respondent. Then step-wise regression analysis was performed to attempt to explain variance in the factor scores and as a means of identifying the best predictors of perceived stress. Possible predictors included: area of nursing, years of nursing experience, experience at the Institute, education, age, marital status, confidence in providing care, job satisfaction, personal history with cancer, personal death history, personal death awareness and belief orientation (N = 24).

For the purpose of regression analysis it was necessary to adjust some of the nominal-scale variables appropriately. First, the variable "area of nursing" was computed into two responses 1) nursing units and 2) other, which comprised of outpatient department, supervisory-administrative role, research, education and social services.

Secondly, the variable "marital status" was computed into two responses, 1) single, separated, divorced or widowed, or 2) married and/or living with a significant other. Similarly for educational level, a dummy variable was created and categorized 1) C.N.A. and R.N. Diploma, and 2) R.N. Diploma plus (B.Sc. plus Clinical Course, or R.N. Diploma plus Clinical Course).

A summary of the results of the step-wise regression analysis to explain variance in the stress factor scores is shown in Tables 8 to 12). For each factor the variables which best explain the respondents' scores are described.

Factor 1: Death of a Patient - of all the possible independent variables ($n= 24$), there were eight variables which explained at least 1.5 per cent¹ of the variance in the stress factor scores related to death of a patient.

¹ An exception to this criteria was made regarding the predictor "age" (explaining 1.4 per cent of the variance in nurses' scores on Factor 1) in view of the reasonable correlation value - 0.201

In total these 8 variables explained 37.5 per cent of the variance in the scores related to Factor 1, (Table 8). The first variable to enter the stepwise analysis to explain variance in nurses' scores on Factor 1, was the "area of nursing in which the nurses worked", which explained 14.6 per cent of the variance. The variable, "level of education" was the second to enter the stepwise analysis and explained an additional 8.2 per cent of the variance. The third variable to enter the analysis was "frequency of a patient's death" which, when added to the first two variables, explained an additional 5.5 per cent of the variance.

The nurses' perception of the "significance of religion and "how religious they were", were the fourth and fifth variables to enter the stepwise analysis and explained an additional 1.6 per cent and 2.3 per cent of the variance, respectively. "Age" of the nurse was next to enter the analysis and explained another 1.4 per cent of the variance. The seventh variable to enter the analysis was "years of nursing experience", which explained an additional 2.3 per cent of the variance. And, lastly "number of days since the death of a patient" was the eighth variable to enter the stepwise analysis, and explained an additional 1.5 per cent of the variance.

The variable which correlated the highest with death-related stress (Factor 1) was "area of nursing", with a correlation coefficient of -0.382. "Frequency of patient's death", correlated positively (0.355), with factor 1. The variable with

Table 8

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Stepwise Multiple Regression - Stress Factor Scores
(Factor 1), With Demographic Variables

| Stress Factor | Order of Independent Variables Entering Stepwise Analysis a | Mult r | r square | r sq change | Simple r | B | Beta |
|--------------------------------|---|--------|----------|-------------|----------|--------|--------|
| 1. Death of a patient | Area of Nursing Education | 0.382 | 0.146 | 0.146 | -0.382 | -0.561 | -0.285 |
| | Frequency- Patient's death | 0.478 | 0.228 | 0.082 | -0.284 | -0.906 | -0.330 |
| | Significance of religion | 0.533 | 0.284 | 0.055 | 0.355 | 0.183 | 0.254 |
| | Extent of being religious | 0.548 | 0.300 | 0.016 | -0.122 | -0.173 | -0.216 |
| | Age | 0.569 | 0.323 | 0.023 | -0.013 | 0.154 | 0.138 |
| | Years of nursing experience | 0.581 | 0.338 | 0.014 | -0.201 | -0.041 | -0.399 |
| | Days - since death of a patient | 0.601 | 0.361 | 0.023 | -0.095 | -0.046 | 0.342 |
| | Constant - | | | | | 1.914 | |

a Only predictors explaining at least 1.5 per cent of the variance in stress factor scores are shown.

the third highest correlation with death-related stress was "education" (-0.284). "Age" had a negative correlation (-0.201) and similarly "significance of religion" correlated negatively (-0.122) with factor 1. The three other variables had very low correlations with factor 1: -0.096 for "days - since death of a patient", -0.095 for "years of nursing experience", and -0.013 for "extent of being religious".

Factor 11: Dying and Suffering- As shown in Table 9, there were eight variables which each explained at least 1.5 per cent of the variance in dying and suffering related stress factor scores. Together the eight variables explained 37 per cent of the total variance in the scores related to Factor 11. The "frequency of dealing with the terminally ill", was the first variable to enter the stepwise analysis, and explained 10.9 per cent of the variance in factor scores. The second variable to enter the analysis was "confidence level in meeting psychological needs", which explained an additional 8.7 per cent of the variance. The following six variables entered the stepwise analysis in the following order and each in turn accounted for additional variance: "frequency of church attendance", accounting for an additional 3.5 per cent of the variance, "satisfaction level", explaining 3.1 per cent of the variance, "age", explaining 2.8 per cent of the variance, "cancer of the self", accounting for an additional 2.5 per cent of the variance, "death of a family member" explaining 1.8 per cent of the variance, and "time since death of a family member", explaining 3.8 per cent of the variance.

A correlation coefficient of 0.330 was reported between factor 11 and the first variable to enter the stepwise analysis (frequency of dealing with terminally ill). The variable with the second highest correlation was "confidence in meeting psychological needs" (-0.262). The next three variables to enter the analysis had correlation coefficients of less than 1: "frequency of church

Table 9
Stepwise Multiple Regression - Stress Factor Scores
(Factor 11), With Demographic Variables

| Stress Factor | Order of Independent Variables Entering Stepwise Analysis ^a | Mult r | r square | r sq change | Simple r | B | Beta |
|---------------------------------------|--|--------|----------|-------------|----------|--------|--------|
| 11. Dying and Suffer- ing | Frequency of dealing with terminally ill | 0.330 | 0.109 | 0.109 | 0.330 | 0.292 | 0.412 |
| | Confidence - meeting psychological needs | 0.443 | 0.196 | 0.087 | -0.262 | -0.376 | -0.293 |
| | Frequency - church attendance | 0.481 | 0.231 | 0.035 | 0.075 | 0.270 | 0.260 |
| | Satisfaction level | 0.512 | 0.262 | 0.031 | 0.082 | 0.166 | 0.155 |
| | Age | 0.538 | 0.290 | 0.028 | 0.095 | 0.023 | 0.226 |
| | Cancer - self | 0.561 | 0.314 | 0.025 | -0.230 | -0.818 | -0.191 |
| | Death - family member | 0.576 | 0.332 | 0.018 | -0.195 | -0.983 | -0.486 |
| | Time - death of family member | 0.609 | 0.370 | 0.038 | -0.090 | 0.284 | 0.392 |
| | Constant - | | | | -2.856 | | |

^a Only predictors explaining at least 1.4 per cent of the variance in stress factor scores are shown.

"attendance" (0.075), "satisfaction level" (0.082) and "age" (0.095). The variables "cancer - self", and "death of a family member", correlated negatively with stress factor 11, with correlation coefficients of -0.230 and -0.195 respectively. And lastly, "time since death of family member", reported a negative correlation coefficient of -0.090.

Factor 111: Lack of Communication - For this factor, six variables each explained a minimum of 1.5 per cent of the variance in factor scores, and accounted for 34.7 per cent of the total variance (Table 10). "Age" of the nurse, explained 13.9 per cent of the variance and was the first variable to enter the stepwise analysis. The variable "time since the death of family member" was second to enter the analysis and explained an additional 8.8 per cent of the variance in stress factor scores. The next four variables to enter the analysis were in the order of: "frequency in thinking of own death, accounting for an additional 5.8 per cent of the variance, "satisfaction level" explaining 2.0 per cent of the variance, "confidence in meeting psychological needs", explaining 2.1 per cent more of the variance, and "death of a patient during past month", accounting for an additional 2.1 per cent of the variance.

The variable which correlated the highest with communication-related stress was "age" with a correlation coefficient of -0.373. The next highest correlation coefficients were reported for "frequency of thinking of own death" (0.313),

Table 10
 Stepwise Multiple Regression - Stress Factor Scores
 (Factor III), With Demographic Variables

| Stress Factor | Order of Independent Variables Entering Stepwise Analysis ^a | Mult r | r square | r sq change | Simple r | B | Beta |
|----------------------------------|--|--------|----------|-------------|----------|--------|--------|
| III. Lack of Communication | Age | 0.373 | 0.139 | 0.139 | -0.373 | -0.037 | -0.364 |
| | Time - death of a family member | 0.477 | 0.227 | 0.088 | 0.245 | 0.193 | 0.262 |
| | Frequency - thinking of own death | 0.534 | 0.285 | 0.058 | 0.313 | 0.328 | 0.221 |
| | Satisfaction level | 0.552 | 0.304 | 0.020 | -0.050 | -0.207 | -0.191 |
| | Confidence - meeting psychological needs | 0.571 | 0.326 | 0.021 | 0.228 | 0.215 | 0.165 |
| | Death of a patient during past month | 0.589 | 0.347 | 0.021 | 0.208 | 0.407 | 0.147 |
| | Constant - | | | | | -0.132 | |

^a Only predictors explaining at least 1.4 per cent of the variance in stress factor scores are shown.

"time since death of family member" (0.245), "confidence in meeting psychological needs" (0.228), "death of a patient during past month" (0.208) and lastly "satisfaction level" which correlated negatively (-0.050).

Factor 1V: Job Ambiguity - As shown in Table 11, there were six variables which explained at least 1.5 per cent of the variance in factor scores related to job ambiguity. Together these six variables explained 28.3 per cent of the total variance in scores related to factor 1V. The first factor to enter the stepwise analysis explaining 7.9 per cent of the variance, was "frequency of dealing with terminally ill". Explaining an additional 8.5 per cent of the variance, "marital status" was the second variable to enter the analysis. Then four more variables entered the analysis in the following order and each in turn accounted for additional variance: "time since cancer diagnosis of family member" explaining an additional 4 per cent of the variance, "frequency of death of a patient", explaining 3.7 per cent of the variance, "satisfaction level" accounting for 2.3 per cent of the variance, and "age" explaining an additional 1.9 per cent of the variance.

"Frequency of dealing with terminally ill" correlated negatively with the fourth factor (-0.281). The next highest correlation with job-ambiguity-related stress was with "frequency of death of a patient" (-0.244). Thirdly, "time since cancer diagnosis of family member" reported a correlation coefficient of 0.229, followed by "marital status" with a coefficient of -0.216.

Table 11
Stepwise Multiple Regression - Stress Factor Scores
(Factor IV), With Demographic Variables

| Stress Factor | Order of Independent Variables Entering Stepwise Analysis a | Mult r | r square | r sq change | Simple r | B | Beta |
|------------------------------|---|--------|----------|-------------|----------|--------|--------|
| IV. Job Ambi- guity | Frequency of dealing with terminally ill | 0.281 | 0.079 | 0.079 | -0.281 | -0.161 | -0.221 |
| | Marital status | 0.406 | 0.165 | 0.085 | -0.216 | -0.733 | -0.356 |
| | Time - cancer diagnosis of family member | 0.453 | 0.205 | 0.040 | 0.229 | 0.203 | 0.267 |
| | Frequency - death of a patient | 0.492 | 0.242 | 0.037 | -0.244 | -0.165 | -0.233 |
| | Satisfaction Level | 0.514 | 0.264 | 0.023 | -0.138 | -0.198 | -0.180 |
| | Age | 0.532 | 0.283 | 0.019 | -0.010 | -0.015 | -0.145 |
| | Constant - | | | | | 4.235 | |

a Only predictors explaining at least 1.4 per cent of the variance in stress factor scores are shown.

And finally, the last two variables to enter the analysis reported correlation coefficients of -0.138 for "satisfaction level" and -0.101 for "age" of the nurse.

Factor V: Critical Physician Feedback - "Area in nursing" best predicted nurses' scores on the fifth factor, explaining 10.4 per cent of the variance. Six more variables each explained in turn an additional minimum of 1.5 per cent of the variance: "belief in life after death" explaining an additional 4.5 per cent of the variance, "frequency of thinking of own death" explaining 3.1 per cent of the variance, "confidence in meeting psychological needs" explaining 2.5 per cent more of the variance, "death of a family member" accounting for an additional 2.4 per cent of the variance, "age" explaining 1.5 per cent of the variance, and "education" accounting for an additional 1.8 per cent. In total these seven variables explained 26.1 per cent of the total variance in factor scores for factor V (table 12).

"Area of nursing" was correlated 0.322 with critical physician feedback - related stress. The next highest correlations were reported for the variables "frequency of thinking of own death" (0.158), and "belief in life after death" (0.154). The last four variables reported correlation coefficients of: -0.105 for "confidence in meeting psychological needs", 0.091 for "death of a family member", 0.020 for "age" and -0.073 for "education".

Table 12
Stepwise Multiple Regression - Stress Factor Scores
(Factor V), With Demographic Variables

| Stress Factor | Order of Independent Variables Entering Stepwise Analysis a | Mult r | r square | r sq change | Simple r | B | Beta |
|--|---|--------|----------|-------------|----------|--------|--------|
| V. Critical Physic- ian Feedback | Area of Nursing | 0.322 | 0.104 | 0.104 | 0.322 | 0.798 | 0.450 |
| | Belief in life | 0.386 | 0.149 | 0.045 | 0.154 | 0.145 | 0.180 |
| | Frequency - thinking of own death | 0.424 | 0.179 | 0.031 | 0.158 | 0.328 | 0.240 |
| | Confidence - meeting psychological needs | 0.452 | 0.204 | 0.025 | -0.105 | -0.266 | -0.222 |
| | Death of a family member | 0.478 | 0.228 | 0.024 | 0.091 | 0.413 | 0.218 |
| | Age | 0.493 | 0.243 | 0.015 | 0.020 | -0.015 | -0.163 |
| | Education | 0.511 | 0.261 | 0.018 | -0.073 | -0.363 | -0.144 |
| | Constant - | | | | | -1.302 | |

a Only predictors explaining at least 1.4 per cent of the variance in stress factor scores are shown.

Discussion of Key Results

Analysis of Sources and Frequency of Stress

In a previous study done by Pinnell (1979), analysing the perceived sources of stress for hospital nursing staff working in medical, surgical, intensive care, rehabilitation, auxilliary, pediatric, psychiatric, obstetric and rural nursing units, stress was perceived as considerably less than by the nurses responding in this study. Utilizing the same type of scale and possible range of scores, the Pinnell study reported a high composite stress score of 11.8, whereas, in this study, nurses working in an oncology setting, reported scores of 11.8 or more in 25 per cent of the items with a high of 16.3. Comparable scores were reported in both studies, in a number of sources of stress, such as "troublesome patient's behavior, physician being unavailable or being critical of nursing staff, stress due to unfinished work and from relieving on another unit. However, nursing staff working in the oncology setting in this study, reported greater stress in areas related to workload, insufficient resources, dealing with patients having poor prognosis, suffering and death, performing painful treatments, and dealing with families who are upset. It is also interesting to note that nurses in the oncology setting reported less stress in regards to personality conflicts, work schedule changes, and relieving on another unit. Perhaps due to the high potential for stress in the oncology setting, greater effort for group cohesiveness is maintained, thus, the reason for less stress related to personality conflicts. Another contributing

factor may be that two months prior to data collection the nursing staff were given opportunity to meet weekly as a group for the purpose of debriefing and sharing concerns. The substance of the meetings were generally relating to interpersonal conflicts and problems associated with the interdisciplinary team approach. The majority of respondents reported that work schedule changes and relieving on other units occurred rarely, accounting for less stress in these areas than in the Pinnell study.

Factor Analysis

As indicated earlier the five factors together accounted for 57.4 per cent of the variance, leaving 42.6 per cent unexplained. Over half of the variance explained could be attributable to the first factor which explained about 60 per cent. The other four factors accounted for much smaller percentage of variance, namely 12.5 per cent for Factor II, 10.4 per cent for Factor III, 9.0 per cent for Factor IV, and 7.7 per cent for Factor V. The significance of the first factor (accounting for most of the variance) is consistent with the high composite stress scores on items relating to the death of a patient, reported earlier.

Since a review of the literature did not reveal a comparable study in terms of specific objectives and methodology, it is not possible to compare factor solutions. However, the sources of stress (factors) identified were consistent with sources reported in the literature. The final factor solution (comprising 36 items) generally supported the framework for this study, outlining the

sources of stress for nurses working in the oncology setting. Figure 1 depicts a conceptual summary of the dimensions postulated initially and those identified as a result of factor analysis technique.

It is interesting to note that factor V (critical physician feedback) was relatively independent from the fourth factor relating to a lack of communication. Although item 72 is a communication situation, the difference relates to being "openly critical".

Both factors 1 and 11 related almost exclusively to the palliative treatment phase of the oncological experience. These findings are not surprising given the high frequencies in stress in dealing with the terminally ill and occurrence of the death of a patient which are also inherent in factors 1 and 11. In addition, sources of stress as implied by factors 111 and 1V may be a reflection of the inconsistency between the stated mandate for the Institute (as suggested by the overall goals of the organization) and the reality of the situation. That is, although the focus is deemed to be on "aggressive treatment" aimed at cure or control of the disease, the reality is that many patients at the Institute are in fact terminally ill.

Regression Analysis

As stated earlier, multiple regression was utilized as a descriptive tool to identify which independent variables could predict the five types of stress, and to determine how much of the

| | ACTIVE TREATMENT PHASE | PALLIATIVE TREATMENT PHASE |
|-------------------------------------|------------------------|--|
| 1. PRIMARY STRESS | | |
| a) Patient & his care | | Factor 11 - Dying and Suffering |
| b) Personal Awareness (Nurse) | | Factor 1 - Death of a Patient (personal reaction to loss) |
| 11. SECONDARY STRESS | | |
| c) Interpersonal Relations | FACTOR III - | Lack of Communication |
| d) Work Environment | FACTOR V - | Critical Physician Feedback |
| | FACTOR IV - | Job Ambiguity |

Figure 1: Comparison Between Conceptual Framework and Derived Factors
(within the square)

variation of perceived stress from the five sources was accounted for by each predictor.

The most significant point to note when interpreting the results of the analysis for this study is the lack of a select few strong predictors for each source of stress. Moreover, it is very important to acknowledge that there is a large percentage of variance not explained (greater than 62.5 per cent for each type of stress).

For death-related stress (Factor 1), the best predictor of the nurses' stress scores was "area of nursing" (i.e. knowing where the nurse worked within the Institute). The negative correlation indicated that nurses working in the second category, (outpatient department, research, education, social service and in administrative-supervisory roles) reported less death-related stress. In fact, these nurses are less likely to encounter the death of a patient directly. The variable "frequency of patients' death" had a positive correlation (0.355) which suggest that stress is greater when the frequency of a death encounter increases. These two findings are consistent with the literature which suggest that repeated exposure to the death of a patient is an important source of stress and a high emotional risk factor, Holsclaw, (1965), Davitz and Davitz, (1975).

The second variable entering the stepwise analysis was "education" which correlated negatively with factor 1 (-0.284). This can be interpreted to mean that nurses with more education

(R.N. Diploma plus), experienced less stress. Since the number of nurses in this category was very low ($n = 11$), it is difficult to interpret the result. In addition, it is quite possible that the nurses with higher education may be working in areas other than the nursing units (i.e. administrative/supervisory and research positions).

Overall, it seems that knowing where the nurse worked within the Institute, the education level, and the frequency of encounters with the death of a patient, best predicted the type of stress perceived by the nurse. Given the nature of the factor, these results are not surprising and add validity to the measure.

The best predictor of scores on factor 11 (dying and suffering) was "frequency of dealing with terminally ill". This result is not surprising and lends support to the notion of proximity to death and suffering as a source of stress. The second variable to enter the stepwise analysis was "confidence in meeting psychological needs". The negative correlation suggested that the greater the confidence of the nurse the less stress perceived. Although the correlations between "cancer of the self", and "death of a family member", with factor 11 were not high (-0.230 and -0.195) respectively, the negative relationship was interesting. This suggested that a personal experience with the oncological experience and the loss of a significant other, may, in fact, lessen the perceived stress due to the dying process. In summary, the variables which best correlated with factor 11 and which explained the greatest amount of variance in scores were

"frequency of dealing with terminally ill", and "confidence in meeting psychosocial needs".

The nurses' "age" best predicted the scores on the third factor (lack of communication), explaining 13.9 per cent of the variance. The negative correlation (-0.373) indicates that older nurses reported less stress related to communication problems. The second variable to enter the analysis was "time since the death of family member", which explained an additional 8.8 per cent of the variance, and correlated positively (0.245) with factor III. This result suggested that the greater the time since the death of a family member, the more communication-related stress reported by the nurse. The variable with the second highest correlation with factor III was "frequency of thinking of own death" which suggested that nurses with an increased personal death awareness reported greater communication-related stress.

In summary, it seemed that knowing the nurses' age would be most helpful in predicting the extent of stress related to communication.

For job ambiguity-related stress (factor IV), the best predictor of the nurses' scores was "frequency of dealing with terminally ill". The negative correlation (-0.281), suggested that the nurses reported less stress related to job ambiguity as the frequency of dealing with the terminally ill increased. "Marital status", was the second variable to enter the stepwise analysis and explained an additional 8.5 per cent of the variance. The results can be interpreted to mean that those

nurses living with a significant other perceived less stress related to job ambiguity. "Time since cancer diagnoses of family member" explained 2 per cent of the variance and was positively correlated with factor IV, indicating that there tended to be more stress reported by the nurse as time since the diagnosis of cancer for a family member increased. The fourth variable to enter the analysis (frequency of dealing with the death of a patient) was negatively correlated (-0.244). This relationship, as with the best predictor for job-ambiguity-related stress, is not surprising which suggested that nurses who had more experience with the dying and actual death of a patient reported less stress from factor IV. Although the correlation between "satisfaction" and the fourth factor (job-ambiguity-related stress) was not high (-0.138), the negative relationship suggested that greater job satisfaction was inversely related to stress due to job ambiguity.

Overall, it seemed that knowing the frequency of dealing with the terminally ill was the best predictor of stress related to job ambiguity.

For the fifth factor related to critical physician feedback, nurses who worked in areas other than the nursing units, reported more stress. This variable accounted for the most variance in scores for stress factor V. Nurses working in the second category (i.e. outpatient department, research, education, social service and administrative-supervisory roles), deal with physicians predominantly on a one to one relationship, thus, critical feedback from the physician may be more stressful than

for nurses who work as members of a larger team. In addition, since 95 per cent of the respondents were female it may be relevant to consider the early socialization of females as an explanation. Assuming that by and large women have been socialized to utilize skills related to nurturance, empathy, competence rather than leadership, aggressiveness and competitiveness and further, that they generally tend to have fairly low self-esteem and most often sustain subordinate roles, it is not surprising that criticism from the physician would be viewed as a significant source of stress. A number of other variables entered the stepwise analysis and explained an additional 15.7 per cent of the variance, however, correlations with factor V, on the whole, were low and difficult to interpret.

CHAPTER V

LIMITATIONS AND CONCLUSIONS

In this chapter, the limitations of the study are described and the conclusions from the results are summarized. In addition, some implications for nursing administration, nursing education, nursing practice, and for further research are explored.

LIMITATIONS

This study had a number of limitations from a methodological and measurement viewpoint. First the respondents included in this study were not randomly selected from oncology settings. Hospitals specializing totally in the treatment and care of cancer patients are very few, therefore, the total population of nurses in one Institute was utilized. Consequently, the results must be considered as descriptive only of the nurses at the Cross Cancer Institute, Edmonton, Alberta.

Secondly, although an attempt to establish face and content validity was made, it is recognized that they are the weakest form of validity and that concurrent, predictive and construct validity should be the ultimate objectives. Since stress is a complex phenomenon (construct) and to date somewhat underdeveloped, it is necessary that the researcher be concerned

with underlying theory, and the empirical validation involving the testing of hypothesized stress constructs and their relationship to other variables. Implicit in this is the property of both convergence which "...means that evidence from different sources gathered in different ways all indicate the same or similar meaning of the construct", and discriminability which "...means that one can empirically differentiate the constructs from other constructs that may be similar, and that one can point out what is unrelated to the construct". (Kerlinger, 1973, p.462).

This process would involve comparing scores from this measurement instrument with one or more external variables considered to provide a direct measure of the perception in question. The result of such a procedure would be to form an interrelated network of relationships among the various criteria so that the nature and limitations of this new instrument as a measure of the construct (perceived stress) could become well-defined and valid. This process was considered beyond the scope of this research.

It is possible to obtain an evaluation of construct validity of a measure through the use of factor analysis. Although the stress factor solution in this research reflected some support for the constructs defined a priori, construct validity is not strongly evidential. As indicated earlier, half of the stress items obtained were not utilized in the final factor solution and furthermore, 42.6 per cent of the variance in the 36 items

remained unexplained which must be considered as measurement error. The results of this analysis, however, indicated that the total 72 items could not easily be reduced to a small parsimonious group of stress variables. This does not necessarily infer invalidity, but reflects the complexities in attempting to measure a multidimensional phenomenon such as stress.

Thirdly, the method of measurement used was based upon the respondents perceptions of stress, an approach considered to have potential for measurement error. (McGrath, 1976, p.1353). The length of the questionnaire may also be a limitation. Although the length did not appear to limit the response rate (91.5 percent), the length may have caused fatigue thus affecting reliability of the measure. Informally, it was determined that the questionnaire was answered in the 20 - 60 minute range.

CONCLUSIONS

As a result of reviewing the literature it is evident that the concept of death and dying as it relates to stress experienced by nurses working with cancer patients is a very complex multifaceted phenomenon. Notwithstanding the limitations of this research, the findings provided an interesting description of the population in question.

The care of the cancer patient and his family is inseparably intertwined in the complex series of interactions among the

patient, the family and the caregivers. The oncology experience evokes responses and feelings within those persons participating in the experience that are linked to the shared aspect of being human, of having human feelings and of being finite. This study focused specifically on the nurses' perceptions of sources of stress in their work.

Nurses working at the Institute, reported the highest source of stress in relation to "insufficient time to provide emotional support" and "family not being informed regarding the poor prognosis of the patient". For these nurses the situation relating to the patients' understanding of the hospital operation, generated the least stress. In terms of frequency of occurrences of stressful situations, it seemed that the item relating to patients receiving toxic treatments occurred most frequently. Conversely, situations related to physicians and families being critical of staff, relieving on another unit and job ambiguity, occurred the least frequently.

As indicated earlier, the overall stress level (composite stress scores), reported by this group of nurses appeared to be greater than that reported by I.C.U. nurses in a similar study (Pinnell, 1979). In summary then, nurses working in this oncology setting, in this study reported greater stress in relation to heavy workload, insufficient time and resources, proximity to suffering, dying and death and dealing with families who are upset. It would seem that patients' knowledge and family involvement in the care of the patient were not viewed as

stressful.

The factor analysis of the nurses' responses concerning the amount and frequency of occurrences of the stress situations described, suggest that five major sources of stress were reported by this population. Generally consistent with the literature and the framework utilized for the study, sources of stress as identified through factor analysis related to the 1) death/loss of the patient, and 2) the dying process and suffering as the intrinsic or primary source of stress. The extrinsic or secondary sources related to 3) communication among nurses, physicians, families and the team, 4) job ambiguity, and 5) critical physician feedback. The stress factor (source) related to the actual loss or death of the patient was reported as the most important in terms of explaining variance in nurses' responses. Clearly the proximity to patients who are suffering and/or dying, receiving palliative treatment or progressing towards the terminal phase of the disease and subsequent loss/death of that patient prevailed as the greatest source of stress for nurses working at the Institute.

The results of regression analysis suggested that there was not a strong relationship between the stress factors and a number of independent variables relating to the nurses' personal characteristics and experience with cancer and loss. However, the results suggested that knowing where the nurse worked within the Institute may be meaningful in examining the level of stress for factor 1 (death-related stress) and for factor V (critical

physician feedback-related stress). Secondly, age of the nurse seemed to be particularly related to the amount of stress pertaining to a lack of communication (factor III), as reported by the nurses in this study. This result suggested that the older nurse, perhaps, because of more work experience, acquiring more effective communication skills and generally because of a broader range of life experiences, reported less stress related to communication problems. Not surprisingly, the independent variable related to "frequency of dealing with the terminally ill" was most closely related to dying and suffering - related stress (Factor II). Similarly for Factor IV (job ambiguity-related stress), "frequency of encounters with the terminally ill" best predicted the stress, however, the negative correlations suggest an inverse relationship (i.e. the greater the frequency in dealing with the terminally ill, the less stress perceived due to job ambiguity).

For each of the factors, a number of other variables were also identified as accounting for a minimal amount of variance in scores, however, further study with analysis of the interaction amongst the variables would be necessary before more definitive conclusions are drawn.

It is interesting to note that the variables relating to "length of work experience", "experience at the Institute", and "personal experience with cancer and loss" were generally not found to be predictors of nurses' stress in any of the five sources of stress identified. This may be due to the degree of

homogeneity of the population at the Institute, and the insufficient numbers within each category for this type of analysis. As reported earlier, nearly 68 per cent of the nurses reported at least six years of nursing experience, and further, that 67 per cent had been working at the Institute at least one and one-half years.

Although a personal diagnosis of cancer was not identified as having a strong relationship to any of the stress factors, it is interesting to note that 5 out of 87 respondents have or had cancer. The significance of this finding was not determined, however, it is worthy of future inquiry. As written by Vachon (1978b), the problems of over identification with patients having similar disease and unresolved grief is a potential area of concern in selecting staff for the oncology unit.

In terms of religious practices and beliefs, close examination of the results described in Chapter 111 (population), suggested that the respondents in general viewed religion as significant and as permeating their lives in a meaningful way. Perhaps this is characteristic of the nursing profession as a whole, especially when the history of the profession is considered. By and large, nursing evolved from and was primarily the responsibility of, religious denominations and communities.

IMPLICATIONS

It is important to look at the broader implications of a

study such as this one, not only to ascertain the possible directions further research might take, but also to indicate something of the study's relevance to the three facets of the profession: administration, education and practice.

Implications for Administration

Although this study was exploratory and fraught with methodological problems, the findings may be of interest to nursing service administrators for several reasons. For example, it would appear that item 67, relating to "insufficient time to provide emotional support" was responsible for creating the most stress (encompassing both the level of stress and frequency of occurrence). This type of problem could certainly fall within the control of the nursing service departments and relate to staffing quotas, systems of care delivery, and care auditing. Since nurses involved in this study generally operated under the team nursing concept, it would be interesting to compare perceived levels of stress for nurses working under the primary care system.

Nursing administration may also be very interested in the stress identified relating to interpersonal conflicts and the problems of the multidisciplinary team approach. Staff development, role clarification, changes in organizational structure and support programs may be a partial answer to dealing with the effects of such stress.

Questions raised by this study may have some significant

implications for selection of staff. Although, the nurses' personal experience with cancer and death of a significant other did not seem to have strong relationships with any of the stress factors, the question remains, and requires further study. Therefore, when hiring for oncology units, it may be important to assess the applicant's personal experience with cancer, exposure to death personally and professionally with particular attention to the coping mechanisms employed.

Implications for Nursing Education

The findings of this study may be relevant to nursing education curriculum development. Acknowledging that the nurse as a person comes to the profession with feelings and beliefs about cancer, loss and death, that have probably been formed and developed early in life, it is suggested that the nurse is particularly amenable to attitude change during student days (Quint, 1967). Timing of an attitude modification program may help to promote attitude change. If it can be assumed that students entering nursing training expect to learn, to change, and to adapt to new situations, it is possible that a program on terminal care could utilize this "expectancy" during the initial months of nursing training and produce significant changes in attitude toward loss.

Apparently some nurses have little or no experience with terminal patients during their period of training. Others have many experiences with death, sometimes with creative results, but

often not. As a result of her survey, Quint (1967) concluded that "what students learn about the care of dying patients takes place as much by chance as by advanced planning and that schools of nursing give relatively little consistent attention to teaching about death, and particularly to the interactional problems associated with the dying process" (p.3).

Secondly, information gained from this study may be helpful in terms of planning orientation and inservice programs for nurses working with the oncology patient and his family as well as assist in developing continuing education programs. In addition to dealing with the multitude of psycho-social aspects of the cancer experience nurses require a very specialized body of knowledge and extensive technical expertise.

Implications for Nursing Practice

In order to develop more effective approaches to caring for the cancer patients and their families throughout the entire oncological experience, it is necessary to look more closely at conceptual issues. To do this one must explore the operational definitions of the component parts of the care process. One author has defined care as the ability to develop a special relationship whereby one becomes and remains approximated with the patient, his family and other caregivers. This process is not easy and regardless of the skills and knowledge of the individual caregiver, this special quality relationship is capable of evoking a vast array of anxiety-producing and

uncomfortable feelings (Barton, 1977). These feelings have at their core a blatant confrontation on the part of the caregiver with his own mortality.

More specifically, the findings in this study may serve to initiate and encourage discussion among nurses in stressful work environments. This would serve to increase personal awareness and self-understanding. As a result innovative and helpful strategies for dealing with the stress might be developed.

Implications for Further Research

The need for further research seems to involve at least four areas. First, if the research instrument utilized in this study is to become useful, reliability and validation studies must continue. In view of the complexity of the stress phenomenon, the construct validity of the measure of stress should be investigated by measuring the phenomenon by both subjective and objective methods. Replicating this study, collecting data from nurses working in other oncology settings as well as from nurses working with the cancer patients and their families in the community, would be beneficial and contribute to the understanding of reliability of measurement and validity of the research. Randomization of respondents stratified by specific demographic variables, (e.g. education, experience, area of work) would be helpful in order to generalize results.

Secondly, in addition to identifying and measuring the sources of stress as perceived by nurses, there is a need to

develop instruments to measure the nurses' personal death awareness, death anxiety level, effects of stress on nursing performance, coping strategies as well as the effects of staff support systems.

The question of identifying "optimal stress levels" and its relationship to motivation and job satisfaction is another area requiring attention. Somewhat related and another area requiring further imaginative research is concerned with the possibility that low-scorers on the perception of stress may constitute two different types, "effective copers" and "ineffective copers". Such a finding would be crucial both to the interpretation of results in this study and to the development of further research.

And fourthly, the findings have limited value as a true identification of the sources of stress in the oncology setting, unless these nurses were surveyed at other points in time. As reported earlier, the fact that a large majority of nurses had encountered the death of a patient within two days of the time of data collection may have had an effect. Comparative scores over time would more accurately describe patterns of stress situations, and how they are perceived. In addition the relationship of perceived stress and the number of sick days, staff turnover and job satisfaction could be examined.

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APPENDIX A
SUPPLEMENTARY TABLES

Breakdown of Participants by:
Area of Nursing (Item 75)

115

| AREA OF NURSING | FREQUENCY | PERCENTAGE | CUMULATIVE PERCENTAGE |
|--|-----------|------------|-----------------------|
| Nursing Units | 55 | 63.2 | 63.2 |
| Out-patient Department | 10 | 11.5 | 74.7 |
| Supervisory/Administrative | 12 | 13.8 | 88.5 |
| Other (research, education and social service) | 10 | 11.5 | 100.0% |
| TOTAL | 87 | 100.0% | |

Breakdown of Participants by:
Education (Item 76)

| EDUCATION | FREQUENCY | PERCENTAGE | CUMULATIVE PERCENTAGE |
|-------------------------|-----------|------------|-----------------------|
| R.N.A. & C.N.O. | 8 | 9.2 | 9.2 |
| R.N. Diploma | 68 | 78.2 | 87.4 |
| R.N. B.Sc. | 8 | 9.2 | 96.6 |
| R.N. + Clinical course | 1 | 1.1 | 97.7 |
| B.Sc. + Clinical course | 2 | 2.3 | 100.0% |
| TOTAL | 87 | 100.0% | |

Breakdown of Participants by:
Age: (Item 77)

116

| AGE | FREQUENCY | PERCENTAGE | CUMULATIVE PERCENTAGE |
|---------------|-----------|------------|-----------------------|
| 20 - 30 years | 41 | 47.7 | 47.7 |
| 31- 40 | 28 | 32.6 | 80.2 |
| 41- 50 | 12 | 14.0 | 94.2 |
| 50+ | 5 | 5.8 | 100.0% |
| | 1 missing | | |
| TOTAL | 87 | 100.0% | |

Breakdown of Participants by:
Work Experience in Years (Item 74) and Experience at the Cross Cancer Institute in months
(Item 73)

| WORK EXPERIENCE | FREQUENCY | PERCENTAGE | CUMULATIVE PERCENTAGE |
|-----------------|-----------|------------|-----------------------|
| 0 - 1 years | 6 | 6.9 | 6.9 |
| 2 - 5 years | 22 | 25.3 | 32.2 |
| 6+ years | 59 | 67.8 | 100.0% |
| | | | |
| TOTAL | 87 | 100.0% | |

| EXPERIENCE AT C.C.I. | FREQUENCY | PERCENTAGE | CUMULATIVE PERCENTAGE |
|----------------------|-----------|------------|-----------------------|
| 1 - 6 months | 9 | 10.5 | 10.5 |
| 7 - 18 months | 19 | 22.1 | 32.6 |
| 19+ months | 58 | 67.4 | 100.0% |
| | 1 missing | | |
| TOTAL | 87 | 100.0% | |

Breakdown of Participants by:

Marital Status - Never Married, Separated/Divorced/Widowed/, Married, Living with Significant Other (Item 78)

| Never Married | Frequency | Percentage | Cumulative Percentage |
|----------------------------------|-----------|------------|-----------------------|
| no | 70 | 80.5 | 80.5 |
| yes | 17 | 19.5 | 100.0% |
| TOTAL | 87 | 100.0% | |
| Separated/Divorced/ Widowed | | | |
| no | 79 | 90.8 | 90.8 |
| yes | 8 | 9.2 | 100.0% |
| TOTAL | 87 | 100.0% | |
| Married | | | |
| no | 27 | 31 | 31 |
| yes | 60 | 69 | 100.0% |
| TOTAL | 87 | 100.0% | |
| Living with significant other | | | |
| no | 83 | 95.4 | 95.4 |
| yes | 4 | 4.6 | 100.0% |
| TOTAL | 87 | 100.0% | |

Breakdown of Participants
by: Religion (Item 99)

118

| Religion | Frequency | Percentage | Cumulative Percentage |
|----------------|-----------|------------|-----------------------|
| Protestant | 54 | 62.1 | 62.1 |
| Roman Catholic | 25 | 28.7 | 90.8 |
| Other | 3 | 3.4 | 94.3 |
| None | 5 | 5.7 | 100.0% |
| TOTAL | 87 | 100% | |

Breakdown of Participants by:
Personal Experience with Cancer and Death (Items 81, 82, 84)

119

| Cancer - Self | Frequency | Percentage | Cumulative Percentage |
|-----------------|-----------|------------|-----------------------|
| no | 82 | 94.3 | 94.3 |
| yes | 5 | 5.7 | 100.0% |
| TOTAL | 87 | 100.0% | |
| <hr/> | | | |
| Cancer - Family | | | |
| no | 24 | 27.6 | 27.6 |
| yes | 63 | 72.4 | 100.0% |
| TOTAL | 87 | 100.0% | |
| <hr/> | | | |
| Death - Family | | | |
| no | 25 | 28.7 | 28.7 |
| yes | 62 | 72.4 | 100.0% |
| TOTAL | 87 | 100.0% | |

Breakdown of Participants by:
 Work Experience with Dying and Death of a Patient
 (Item 86, 87)

120

| Frequency of Contact with Terminally Ill | Frequency | Percentage | Cumulative Percentage |
|--|-----------|-------------|-----------------------|
| almost never | 2 | 2.3 | 2.3 |
| 1 - 5 per year | 1 | 1.1 | 3.4 |
| once per month | 5 | 5.7 | 9.2 |
| 2 - 3 per month | 15 | 17.2 | 26.4 |
| once per week | 23 | 26.4 | 52.9 |
| usually every day | <u>41</u> | <u>47.1</u> | 100.0% |
| TOTAL | 87 | 100.0% | |
| <hr/> | | | |
| Frequency of Contact with Death of a Patient | | | |
| never | 1 | 1.1 | |
| almost never | 3 | 3.4 | |
| 1 - 5 per year | 3 | 3.4 | |
| every 2 - 3 months | 9 | 10.3 | |
| once per month | 11 | 12.6 | |
| 2 - 3 per month | 40 | 46.0 | |
| once per week | <u>20</u> | <u>23.0</u> | |
| TOTAL | 87 | 100.0% | |

Breakdown of Participants by:

121

Professional Judgement Regarding Care Requirements for Terminally Ill Patients and
Confidence of the Nurse
(Items 90, 91, 92)

| Judgement - Extent of Care | Frequency | Percentage | Cumulative Percentage |
|---------------------------------|-----------|-------------|-----------------------|
| much less | 1 | 1.1 | 1.1 |
| somewhat less | 5 | 5.7 | 6.2 |
| same | 10 | 11.5 | 17.7 |
| somewhat more | 43 | 49.4 | 67.1 |
| much more | <u>28</u> | <u>32.3</u> | 100.0% |
| TOTAL | 87 | 100.0% | |
| <hr/> | | | |
| Confidence - technical care | | | |
| slightly | 7 | 8.0 | 6.9 |
| Mostly | 55 | 63.2 | 42.5 |
| Very | <u>25</u> | <u>28.7</u> | 94.3 |
| TOTAL | 87 | 100.0% | 100.0% |
| <hr/> | | | |
| Confidence - Psychological care | | | |
| Not confident | 6 | 6.9 | 6.9 |
| Slightly | 31 | 35.6 | 42.5 |
| Mostly | 45 | 51.7 | 94.3 |
| Very | <u>5</u> | <u>5.7</u> | 100.0% |
| TOTAL | 87 | 100.0% | |

APPENDIX B
STRESS QUESTIONNAIRE

January, 1980

TO NURSING STAFF:

This study is an attempt to identify and measure the sources of stress experienced by Nursing Staff working with cancer patients and their families at the Cross Cancer Institute.

In order to determine what you as a nurse perceive as stressful, you are asked to complete this questionnaire. Your individual answers are completely confidential and will remain anonymous - do not sign your name to the questionnaire.

The final value of this study will depend upon the frankness and care with which you answer the questions. There is no right or wrong answers. The main idea is for you to answer the questions the way you perceive your personal situation.

Please return the completed questionnaire to my office on or prior to February 29, 1980. The participation of all nurses is most important. Also, please answer all questions. The results of the research will be available to you when the study is completed.

Thank you very much for your co-operation.

Rhea Arcand

Sources of Stress for
Nurses Working With
the Cancer Patient

A. ABOUT STRESS

Listed below are a number of situations which may or may not be stressful in your work.

- a) From your experience and/or in your opinion, please indicate how stressful each situation is or could be to you in your work by checking the appropriate space.
- b) Please indicate how often the situation occurs in your work by checking the appropriate space in the enclosed box.

HOW STRESSFUL DO YOU THINK IT IS WHEN?

1. Physicians are not available when they are needed.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

2. The patient has a very sophisticated understanding of his condition and treatment (e.g. nature of the disease, prognosis of disease).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

3. There are personality conflicts among nursing staff members.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

4. A patient is advised that active treatment will be terminated and that the goal of his care is palliative.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

5. Assigned to the night shift.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

6. Patient's family members are not informed by the physician of the poor prognosis of the patient.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

7. You are exposed to patients that are suffering.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

8. Patient's family members are being very critical of your nursing care.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

9. You are frequently required to learn about new protocols related to treatment of cancer. (eg. chemotherapy, radiotherapy, etc.).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

10. You give nursing care to a patient who becomes progressively weaker and unable to carry out activities of daily living.

almost no stress
 very little stress
 some stress
 quite a bit of stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

11. Many patients are being treated with new research protocols (eg Experimental drugs).

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

12. Nursing staff do not communicate effectively regarding the patient's condition.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

13. You give nursing care to a patient who has undergone disfiguring surgery.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

14. You are required to develop and maintain skills in starting intravenous infusions.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

15. A patient dies without any family member or significant other present.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

16. A patient appears reasonably well outwardly, although you know he has a very poor prognosis.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

17. Physicians do not communicate well with nursing staff.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

18. A patient is re-admitted with a recurrence of the disease and is anxious.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

19. Nursing staff have insufficient resources to provide emotional support to patients and their families.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

20. Family members openly discuss with you the poor prognosis and impending death of the patient.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

21. A patient recently diagnosed with cancer pretends not to be aware of diagnosis.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

22. You are involved in providing therapy for a patient which causes the loss of hair as a side effect.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

23. Family members ask many questions after the patient dies related to the cause of death.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

24. A patient is re-admitted with a recurrence of the disease and is unco-operative with the treatment plan.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

25. Family members ask you questions about unorthodox forms of treatment (those not available and recommended by the Institute) eg. laetrile.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

26. Nursing administration does not define the scope of your job clearly.,

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

27. A patient who has young children dies.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

28. A patient's behavior is troublesome

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

29. Nursing staff are unable to satisfy the conflicting demands of various health team members (eg. Social Services, Pastoral Care, Physio).

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

30. A patient who is a physician is diagnosed with cancer.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

31. Family members are constantly at the bedside.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

32. A patient that you have spent much time with dies on your shift.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

33. You are requested to admit a patient that will only be given palliative treatment.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

34. You terminate a relationship with the family of a deceased patient.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

35. You learn that a patient for whom you had cared for dies within one week after he is discharged.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

36. A patient's family members are visibly upset immediately after the patient dies (eg. crying).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

37. A patient your own age dies.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

38. The resident and/or intern(s) are new to your unit.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

39. The patient has a very good understanding of the hospital's operation (eg. routines, patient's rights).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

40. You are expected to continue with life-sustaining measures for a patient diagnosed as terminal..

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

41. A patient recently diagnosed with cancer is unco-operative with his treatment plan.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

42. The family members pretend that the impending death or seriousness of the diagnosis is not a fact.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

43. You give nursing care to a patient who develops neurological impairment as a result of the disease (eg. loss of sight, paralysis).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

44. The total health care team (including the physicians, nurses, and support staff) are unable to plan together for the care of the patient).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

45. Nursing administration does not define the specific responsibilities of your job clearly.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

46. You are required to give care to patients receiving very toxic treatments (eg. chemotherapy, radiotherapy).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

47. You are required to perform procedures that cause pain to patients.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

48. A patient openly discusses his impending death and his feelings about dying.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

49. Family members ask to be actively involved in giving the nursing care.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

50. A patient who has been informed by the physician of his condition, never verbalizes any concerns about his poor prognosis.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

51. A patient you own age is diagnosed with cancer.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

52. A patient recently diagnosed with cancer vents much anger.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

53. Assigned to the evening shift.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

54. Family members spend less and less time with a patient whose condition is deteriorating.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

55. A patient who has young children is diagnosed with cancer.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

56. Nursing staff are asked to relieve on another unit.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

57. The patient does not have any family or close friends visiting.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

58. Nursing staff are requested to work on their day off and revise their schedule.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

59. You are asked to care for the body of a patient after his/her death.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

60. Patient's family members are constantly asking questions about the patient's condition.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

61. The workload is very heavy (eg. many patients requiring assistance with total care --bathing, feeding, mobility).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

62. Physicians appear impatient with nursing staff.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

63. A patient is informed (in your presence), by his physician of his diagnosis of cancer.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

64. Other staff members display very strong emotional feelings (eg. sadness, anger).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

65. The previous shift leaves unfinished work that should have been handled during their shift.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

66. The patient has a very sophisticated understanding of the treatment of his disease (eg. aware of drug actions, side effects).

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | | | |
|---|---------------------------------|--|--|
| <input type="checkbox"/> never | <input type="checkbox"/> often | | |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always | | |
| <input type="checkbox"/> sometimes | | | |

67. Nursing staff have insufficient time to provide emotional support to patients and their families.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

68. You are involved in providing therapy for a patient which causes severe nausea and vomiting as a side effect.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

69. Family members ask questions related to an autopsy after the patient dies?

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

70. A patient who is a nurse is diagnosed with cancer.

almost no stress
 very little stress
 some stress
 quite a bit of stress
 very much stress

| How often does this situation occur in your work? | |
|---|---------------------------------|
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

71. Patient's family members ask questions about the patient's prognosis.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

72. Physicians are openly critical of nursing staff.

- almost no stress
- very little stress
- some stress
- quite a bit of stress
- very much stress

| | |
|---|---------------------------------|
| How often does this situation occur in your work? | |
| <input type="checkbox"/> never | <input type="checkbox"/> often |
| <input type="checkbox"/> rarely | <input type="checkbox"/> always |
| <input type="checkbox"/> sometimes | |

B. ABOUT YOURSELF

Please check () or complete appropriate space.

73. How long have you been working at the Cross Cancer Institute?

_____ months.

74. To date, how many years of nursing experience have you had since completion of your basic nursing education program?

_____ years.

75. In which of the following areas of nursing are you presently working?

_____ Nursing Units

_____ Out Patient Department

_____ Supervisory/administrative position

_____ Other (please describe) _____

76. What level of nursing education have you completed?

_____ R.N.A. or C.N.O.

_____ R.N. Diploma.

_____ R.N. Bachelor's Degree

_____ R.N. Diploma and Clinic post-graduate

_____ Bachelor's Degree and Clinical post-graduate.

77. How old are you?

_____ years.

78. Which of the following categories describes your present status? (Check more than one if necessary).

_____ single: never married,

_____ single: separated, divorced, widow,

_____ married,

_____ living with significant other.

79. My sex is:

female

male

80. Have you ever personally experienced diagnostic testing for a suspected cancer?

yes

no

81. Have you ever been diagnosed with cancer?

yes

no

82. Has any member(s) of your immediate family or close friend(s) been diagnosed with cancer?

yes

no

83. If yes, during which time period was the most recent diagnosis made?

within the past 6 months

more than 6 months ago but prior to two years ago

more than two years ago

84. Have any member(s) of your immediate family or close friend(s) died?

yes

no

85. If yes, during which time period did the most recent death occur?

within the past 6 months

more than 6 months ago but prior to two years ago

more than two years ago

86. In your current work, how often do you deal with patient(s) who are receiving palliative treatment and diagnosed as terminally ill?

- usually every day
- about once a week
- two or three times a month
- about once a month
- once every two or three months
- from one to five times a year
- almost never
- never

87. In your current work, how often (on the average) does a death of a patient, that you have had some contact with, occur?

- usually every day
- about once a week
- two or three times a month
- about once a month
- once every two or three months
- from one to five times a year
- almost never
- never

88. During the past month, have any patients with whom you have had contact, died?

- Yes
- No

89. If yes, how many days ago did this death (these deaths) occur?

90. In general, how would you rate the requests for nursing care of most patients receiving palliative treatment and diagnosed as terminally ill, as compared to patients being actively treated for cancer?

Care of the terminally ill patients is:

- much more time consuming
- somewhat more time consuming
- about the same
- somewhat less time consuming
- much less time consuming

91. How confident do you feel in your ability to provide technical care to terminally ill patients?

- not at all confident
- slightly confident
- mostly confident
- very confident

92. How confident do you feel about your ability to manage the psychological needs of terminally ill patients?

- not at all confident
- slightly confident
- mostly confident
- very confident

93. Overall, how satisfied are you with the kind of work you do?

- strongly satisfied
- satisfied
- sometimes satisfied
- dissatisfied
- very dissatisfied

94. Do you feel you have come to terms with your own fear of your own death?

yes

to a great extent, yes

only in part

no

95. Have you ever been in a situation where you were told or felt certain that you might die in a relatively short period of time?

yes

no

96. How often do you think about your own death?

very frequently (at least once per day)

frequently

occasionally

rarely

never

97. Which of the following most influences your present attitude about death?
(Check more than one if necessary).

death of someone close

religious upbringing

introspection about your own death

conversation with someone who is terminally ill

television, radio, movies

your health and physical condition

readings or courses about death and dying.

98. What does death mean to you? (Check more than one if necessary).

- reincarnation
- being with God
- an ending of earthly life but with continued individual existence
- the end of all experiences; a total and irreversible blotting out of existence
- something other than the above (please specify) _____

99. What is your religious denomination?

- Protestant
- Roman Catholic
- Jewish
- Other (please specify) _____
- none

100. In general, how religious would you say you are?

- very religious
- moderately religious
- not at all religious
- anti-religious

101. How often do you attend church or religious services?

- never
- occasionally
- frequently
- very frequently

102. How much of a role has religion played in the development of your attitude toward death?

- a very significant role
- a rather significant role
- somewhat influential, but not a major role
- a relatively minor one
- no role at all

103. To what extent do you believe in a life after death?

- strongly believe in it
- tend to believe in it
- uncertain
- tend to doubt it
- convinced it does not exist

104. Which of the following is/are characteristic of your personal beliefs and practices:
(Please check appropriate statements).

- faith in a deity who is concerned about me as an individual
- personal prayer or meditation several times a week
- regular reading of religious literature (the Bible, inspirational books, devotionals, etc.)
- confidence that God can guide me in my career and family life
- regular efforts to relate to other people in a moral way that is consistent with my faith.
- an ability to draw strength from my faith when things are going wrong.

APPENDIX C
RESULTS OF FACTOR ANALYSIS
(5 FACTORS - 72 ITEMS)

FACTOR ANALYSIS OF COMPOSITE STRESS SCORES
- ORTHOGONAL SOLUTION VARIMAX ROTATION
(72 ITEMS)

| Item Number | Item Content | Communalities | Factor Loadings | | | | |
|-------------|--|---------------|-----------------|--------|--------|--------|--------|
| | | | 1 | 11 | 111 | 1V | V |
| 1. | Physicians not available | 0.264 | 0.329 | 0.002 | 0.137 | 0.300 | -0.216 |
| 2. | Patient understanding of condition and Rx | 0.303 | 0.238 | 0.223 | 0.316 | 0.304 | 0.059 |
| 3. | Personality conflicts - nursing staff | 0.056 | 0.216 | -0.052 | -0.030 | -0.039 | -0.066 |
| 4. | Patient advised - goal of care is palliative | 0.320 | 0.000 | -0.082 | 0.325 | 0.301 | -0.343 |
| 5. | Night shift | 0.301 | 0.396 | 0.350 | -0.076 | 0.074 | 0.101 |
| 6. | Family not informed - poor prognosis of patient | 0.353 | 0.497 | 0.241 | 0.112 | 0.167 | -0.088 |
| 7. | Patient suffering | 0.478 | 0.343 | -0.084 | 0.194 | 0.558 | -0.068 |
| 8. | Family critical of your care | 0.264 | 0.271 | 0.098 | 0.295 | 0.266 | 0.151 |
| 9. | Learn about new protocols | 0.333 | 0.315 | 0.385 | 0.071 | 0.282 | -0.024 |
| 10. | Patient becomes weaker | 0.573 | 0.182 | 0.269 | 0.110 | 0.596 | -0.318 |
| 11. | New research protocols utilized | 0.494 | 0.112 | 0.278 | -0.055 | 0.633 | -0.031 |
| 12. | Nursing staff do not communicate effectively | 0.291 | 0.491 | 0.142 | 0.086 | 0.032 | 0.145 |
| 13. | Patient undergoes disfiguring surgery | 0.199 | 0.192 | 0.099 | 0.170 | 0.302 | 0.179 |
| 14. | Maintain skills - intravenous infusions | 0.304 | 0.110 | 0.530 | 0.073 | 0.075 | 0.027 |
| 15. | Patient dies without family present | 0.315 | 0.247 | 0.358 | 0.239 | 0.190 | -0.181 |
| 16. | Patient appears well - poor prognosis | 0.371 | 0.084 | 0.240 | 0.219 | 0.497 | 0.102 |
| 17. | Poor communication, (Dr., Nurse) | 0.508 | 0.661 | 0.176 | 0.049 | 0.184 | -0.063 |
| 18. | Patient readmitted - recurrence of disease - anxious | 0.475 | 0.166 | 0.137 | 0.263 | 0.597 | 0.052 |
| 19. | Insufficient resources to provide emotional support | 0.339 | 0.507 | 0.135 | -0.071 | 0.055 | 0.236 |
| 20. | Family discuss poor prognosis and impending death | 0.376 | -0.048 | 0.304 | 0.499 | 0.174 | 0.042 |
| 21. | Patient pretends not to be aware of diagnosis | 0.300 | 0.175 | 0.225 | 0.271 | 0.350 | 0.152 |
| 22. | Provide therapy - loss of hair as a side effect | 0.370 | 0.097 | 0.093 | 0.475 | 0.331 | 0.131 |
| 23. | Family ask questions after patient dies - re cause | 0.483 | 0.387 | 0.324 | 0.447 | -0.010 | 0.172 |
| 24. | Patient readmitted - recurrence unco-operative | 0.448 | 0.425 | 0.225 | 0.363 | 0.215 | 0.197 |

FACTOR ANALYSIS OF COMPOSITE STRESS SCORES
- ORTHOGONAL SOLUTION VARIMAX ROTATION
(72 ITEMS)

| Item Number | Item Content | Communalities | Factor Loadings | | | | |
|-------------|---|---------------|-----------------|--------|--------|--------|--------|
| | | | I | II | III | IV | V |
| 25. | Questioned - unorthodox forms of treatment | 0.231 | 0.020 | 0.091 | 0.432 | 0.105 | 0.159 |
| 26. | Scope of your job is not defined clearly | 0.517 | 0.249 | 0.047 | 0.140 | -0.022 | 0.658 |
| 27. | Patient with young children dies | 0.523 | 0.385 | 0.287 | 0.494 | 0.177 | -0.128 |
| 28. | Patient's behavior is troublesome | 0.443 | 0.397 | 0.347 | 0.360 | 0.152 | 0.107 |
| 29. | Team members make conflicting demands | 0.206 | 0.425 | -0.002 | 0.142 | -0.000 | 0.065 |
| 30. | Physician is diagnosed with cancer | 0.404 | 0.151 | -0.000 | 0.489 | 0.333 | 0.176 |
| 31. | Family constantly at the bedside | 0.454 | 0.080 | 0.608 | 0.134 | 0.198 | 0.143 |
| 32. | Patient dies on your shift | 0.709 | 0.419 | 0.615 | 0.367 | -0.023 | -0.141 |
| 33. | Admit a patient - palliative treatment only | 0.596 | -0.021 | 0.441 | 0.355 | 0.522 | -0.045 |
| 34. | Terminate a relationship with family | 0.291 | 0.353 | 0.330 | 0.099 | 0.188 | -0.112 |
| 35. | Patient dies within one week after discharge | 0.427 | 0.260 | 0.178 | 0.475 | 0.270 | -0.169 |
| 36. | Family upset after the patient dies | 0.381 | 0.100 | 0.460 | 0.294 | 0.175 | -0.207 |
| 37. | Patient your own age dies | 0.686 | 0.235 | 0.344 | 0.690 | -0.097 | -0.164 |
| 38. | Residents are new on unit | 0.523 | 0.509 | 0.446 | 0.165 | 0.162 | 0.105 |
| 39. | Patient understanding of hospital's operation | 0.175 | -0.024 | 0.126 | 0.180 | 0.260 | 0.242 |
| 40. | Life-sustaining measures - terminal diagnosis | 0.587 | 0.671 | 0.259 | -0.128 | 0.225 | -0.042 |
| 41. | Patient unco-operative | 0.328 | 0.410 | 0.017 | 0.340 | 0.165 | 0.131 |
| 42. | Family pretend impending death not a fact | 0.402 | 0.514 | 0.333 | 0.138 | 0.086 | 0.004 |
| 43. | Patient develops neurological impairment | 0.464 | 0.277 | 0.265 | 0.246 | 0.500 | 0.081 |
| 44. | Team unable to plan together | 0.543 | 0.603 | 0.311 | -0.218 | 0.074 | 0.171 |
| 45. | Responsibilities of your job not clear | 0.700 | 0.243 | 0.039 | 0.035 | -0.019 | 0.799 |
| 46. | Patient receives toxic treatments | 0.502 | 0.191 | 0.373 | 0.236 | 0.494 | -0.163 |
| 47. | Perform procedures which cause pain | 0.431 | 0.283 | 0.390 | 0.206 | 0.358 | 0.169 |
| 48. | Patient discussed impending death | 0.325 | -0.056 | 0.127 | 0.538 | 0.107 | -0.069 |

**FACTOR ANALYSIS OF COMPOSITE STRESS SCORES
- ORTHOGONAL SOLUTION VARIMAX ROTATION
(72 ITEMS)**

| Item Number | Item Content | Commun-alities | 1 | 11 | 111 | 1V | V |
|-------------|---|----------------|--------|--------|--------|--------|--------|
| 49. | Family ask to be involved in care | 0.339 | -0.136 | 0.435 | 0.339 | 0.119 | 0.052 |
| 50. | Patient never verbalizes any concerns | 0.424 | 0.382 | 0.352 | 0.309 | 0.231 | 0.068 |
| 51. | Patient your own age diagnosed with cancer | 0.590 | 0.275 | 0.290 | 0.643 | 0.086 | -0.094 |
| 52. | Patient vents much anger | 0.386 | -0.032 | 0.357 | 0.417 | 0.226 | 0.181 |
| 53. | Evening shift | 0.387 | 0.314 | 0.521 | 0.074 | 0.110 | 0.014 |
| 54. | Family spend less and less time with patient | 0.359 | 0.552 | 0.156 | 0.101 | 0.136 | -0.046 |
| 55. | Patient with young children diagnosed with cancer | 0.438 | 0.333 | 0.186 | 0.446 | 0.305 | 0.002 |
| 56. | Relieve on another unit | 0.115 | 0.070 | 0.324 | -0.043 | -0.055 | 0.024 |
| 57. | Patient does not have family visiting | 0.406 | 0.344 | 0.420 | 0.151 | 0.297 | 0.006 |
| 58. | Asked to work on your day off | 0.159 | 0.049 | 0.346 | 0.040 | 0.187 | 0.017 |
| 59. | Care for the body after death | 0.710 | 0.125 | 0.588 | 0.585 | 0.002 | -0.086 |
| 60. | Family asking questions about patient's condition | 0.441 | -0.013 | 0.482 | 0.380 | 0.224 | 0.116 |
| 61. | Workload is very heavy | 0.581 | 0.505 | 0.530 | -0.096 | 0.188 | -0.004 |
| 62. | Physicians impatient with nursing staff | 0.500 | 0.615 | 0.063 | 0.246 | 0.086 | 0.223 |
| 63. | Patient informed of his diagnosis of cancer | 0.402 | 0.031 | -0.163 | 0.591 | 0.146 | 0.067 |
| 64. | Staff display strong emotional feelings | 0.175 | 0.022 | 0.360 | 0.081 | 0.174 | 0.091 |
| 65. | Shifts leave unfinished work | 0.519 | 0.274 | 0.633 | 0.115 | 0.083 | 0.151 |
| 66. | Patient understanding of the treatment | 0.469 | -0.206 | 0.091 | 0.239 | 0.379 | 0.467 |
| 67. | Insufficient time to provide emotional support | 0.387 | 0.477 | 0.338 | 0.185 | 0.071 | 0.078 |
| 68. | Therapy causes severe nausea and vomiting | 0.373 | 0.209 | 0.362 | 0.273 | 0.351 | -0.001 |
| 69. | Family ask questions re autopsy | 0.334 | 0.120 | 0.491 | 0.215 | 0.156 | -0.094 |
| 70. | Nurse is diagnosed with cancer | 0.316 | 0.208 | 0.092 | 0.420 | 0.224 | 0.194 |
| 71. | Family ask questions re prognosis | 0.394 | 0.147 | 0.528 | 0.217 | 0.178 | 0.121 |
| 72. | Physicians critical of nursing staff | 0.490 | 0.566 | -0.234 | 0.290 | 0.153 | 0.085 |

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